2000-2001

Annual Report

ALBERTA GOVERNMENT SERVICES

2000-2001

Government of Alberta

2001 IPAC
Gold Award
for Innovative
Management

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Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the Annual Report of the Government of Alberta and the annual reports of each of the 18 ministries.

The Annual Report of the Government of Alberta released June 2001 contains the Minister of Finance's accountability statement, the consolidated financial statements of the Province and a comparison of the actual performance results to desired results set out in the government's business plan, including the *Measuring Up* report.

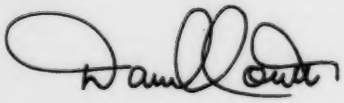
On March 15, 2001, the government announced new ministry structures. Since the 2000-01 fiscal year was substantially completed prior to this announcement, ministry annual reports and financial statements have been prepared as if the restructuring took place on April 1, 2001, to provide proper accountability for the 2000-01 fiscal year against the original business plan.

This Annual Report of the Ministry of Government Services contains the Minister's accountability statement, the audited financial statements of the Ministry and a comparison of actual performance results to desired results set out in the Ministry business plan. This Ministry Annual Report also includes other financial information as required by the Financial Administration Act and Government Accountability Act, either as separate reports or as a part of the financial statements, to the extent that the Ministry has anything to report.

101-07425/

Minister's Accountability Statement

The Ministry's Annual Report for the year ended March 31, 2000 was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at September 6, 2001 along with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.



David C. Coutts
Minister of Government Services

September 6, 2001

Message from the Minister

I am honoured to present the ***2000-2001 Annual Report of the Ministry of Government Services***.

As its name suggests, the Ministry provides services used every day by Albertans: when buying vehicles, registering land-related documents, recording the birth of a baby, launching a business, securing a loan and participating in traditional and online marketplaces.

I am very proud of the steps we have taken to make obtaining information, products and services from the provincial government more convenient.

For example, it's now possible for Albertans to renew passenger vehicle registrations online. This pilot project provides motorists with another convenient way of obtaining their vehicle registrations. It also illustrates how Government Services takes advantage of the latest technology to provide high-quality, secure and timely customer service in a cost effective manner.

Our award-winning Internet land surveying system, the first of its kind in Canada, is another example of an innovative use of technology. The Spatial Information System (SPIN) is a Web-based system that allows users to search, view and download plans and other land-related data 24 hours a day. The system's high-tech advances and practical applications were recognized with two national awards.

Providing a fair and effective marketplace for both buyers and sellers continues to be a priority for us. More than 1,300 consumer investigations were completed during the past fiscal year resulting in $685,000 being returned to consumers in the form of refunds or compensation. We also made more Albertans aware of their consumer rights by launching the Know Your Consumer Rights campaign, and by providing information through our Consumer Information Centre (1-877-427-4088) and our Web site (www.gov.ab.ca/gs).

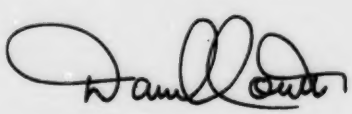
The number of Albertans using the Internet continues to rise. A recent survey indicates 59% of us now use the Internet at home, up from 51% in the previous year. To assist consumers who choose to shop online, Government Services developed a new regulation for Internet sales. Online shopping comes with its own unique circumstances that are far different from the traditional shopping experience at the store down the street. As such, the online world needs its own special rules to keep the purchase process smooth for consumers.

Our customer satisfaction rankings remain high, from between 77% to 94%, during the past fiscal year. We take pride in providing secure, timely and high-quality licensing, registration and information services that support our economy. However, we are not content to rest on our past successes. Government Services will continue to seek ways of improving service delivery to all Albertans.

We are leading a cross-ministry initiative to make it easier for residents to access the Government of Alberta. This challenging project involves redesigning the way government conducts its business with Albertans. Although we have made significant progress, there is still much to do in the way of developing partnerships, architecture and security policies.

The increasing demand for Registries products and services has resulted in pressures on the computer systems that support the Land Titles, Motor Vehicles and Personal Property Registries. Enhancing these systems is one of the challenges facing us in the coming years.

The Ministry of Government Services is committed to providing high-quality, cost-effective services to Albertans. We will continue to meet that commitment by putting our customers, Albertans, first.



David C. Coutts
Minister of Government Services

September 6, 2001

Management's Responsibility for Reporting

The Ministry of Alberta Government Services includes the Department of Government Services and the Regulatory Review Secretariat.

The executives of these individual entities within the Ministry have the primary responsibility and accountability for the Department. Collectively, the executives ensure that the Ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports and other financial and performance reporting.

Responsibility for the integrity and objectivity of the financial statements and performance results for the Ministry rests with the Minister of Government Services. Under the direction of the Minister, I oversee the preparation of the Ministry's Annual Report, including financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The financial statements are prepared in accordance with the government's stated accounting policies.

As Deputy Minister, in addition to program responsibilities, I establish and maintain the Ministry's financial administration and reporting functions. The Ministry maintains systems of financial management and internal control that give consideration to costs, benefits, and risks that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money,
- provide information to manage and report on performance,
- safeguard the assets and properties of the Province under Ministry administration,
- provide to Executive Council, Treasury Board, the Minister of Finance and the Minister of Government Services any information needed to fulfill their responsibilities, and
- facilitate preparation of Ministry business plans and annual reports required under the *Government Accountability Act*.

In fulfilling my responsibilities for the Ministry, I have relied, as necessary, on the executive of the individual entities within the Ministry.

Roger Jackson
Deputy Minister
Ministry of Government Services

July 31, 2001

Overview

Highlights

Since its formation in May 1999, the Ministry of Alberta Government Services has maintained its commitment to customer service and continued to strengthen and consolidate its core business functions. As well, the Ministry has put in place the foundation for successfully assuming our leadership role in developing Alberta One Window, a service improvement initiative to facilitate seamless, convenient and secure access to the Government of Alberta. Through leadership, innovation and a commitment to service excellence, we have achieved significant accomplishments in several areas that directly impact Albertans.

Alberta One Window Initiative

The goal of Alberta One Window, a cross-ministry initiative, is to establish a single point of contact offering access to most provincial government products, services and information whether via a publicly accessible office, a Web page, a toll-free call centre, mail or fax. Significant achievements in 2000-01 include:

- Providing Albertans with the option of renewing their vehicle registrations online. Residents now have the choice of conducting this transaction in person at registry agents located throughout the province, by mail or via the Internet.
- Working with Alberta Justice to allow Albertans the flexibility and convenience to pay current traffic fines at any one of 229 registry agents.
- Developing a proposal with the City of Edmonton to deliver some municipal services through 30 registry agents located throughout the city. Alberta Government Services hopes this partnership will serve as a model for future business arrangements with other levels of government.
- Completing several restructuring initiatives within the Ministry, which led to improved service delivery and customer access. The Ministry's call centres were amalgamated into one structure, which allowed for more efficient use of staff and provided customers with one-call service for all Alberta Government Services' programs. Combining Registries and Consumer Services functions under one management structure allowed the Ministry to

concentrate on service excellence in these original core businesses while preparing for implementation of Alberta One Window.

- Establishing a Program Management Office to lead the government-wide project. The staffing and operational funding for the Program Management Office was largely the result of creative efforts to redeploy resources from within Alberta Government Services' existing budget. As well, a partnership was struck with Alberta Innovation and Science to provide some additional resources. The Program Management Office allows the Ministry to provide expertise and strategic focus to the exciting and challenging One Window initiative.

Service Excellence

Alberta Government Services is proud of the high-quality, award-winning service it provides residents, including its ability to:

- Continue its tradition of service excellence, despite additional service pressures and restructuring. The Ministry garnered two Premier's Award of Excellence medals for the Land Titles Internship Program and the Spatial Information System (SPIN). The SPIN system created Canada's first totally electronic survey plan registration system, and provides Albertans with Web-based 24-hour a day access to survey plans, while reducing fees by 33%. SPIN also received two national awards: a gold medal from Technology in Government, and both an Award of Distinction and Best of Category from the Canadian Information Productivity Awards.

- Achieve customer satisfaction ratings for the Ministry's services ranging from 77% up to 94%. These achievements would not have been possible without the high level of dedication from Alberta Government Services' staff, 88% of whom are satisfied with their employment.

- Take steps to begin the redevelopment of our critical information systems, including consulting with the seven other ministries that depend upon the Motor Vehicles, Land Titles and Personal Property registries. As well as extensive consultation with our main stakeholders, consideration was given to addressing privacy review and access standards. This work helped determine the structure the Ministry's new information systems would need to provide quality service to Albertans.

- Share Alberta's expertise with the Australian government on our award-winning CATS/CANSHARE system. The Australians wanted to learn more about the system Alberta uses to monitor and track marketplace fraud and how it could be implemented in their country.

Consumer Services

There is no doubt that Alberta, with its strong economy, is a leader in Canada, and we are committed to maintaining this momentum by increasing consumer confidence and decreasing impediments to doing business here. We have done this by:

- Assuming responsibility for services to citizens of Calgary when the Calgary Landlord and Tenant Advisory Service (CLTAS) ceased operation in January 2001. The amalgamation of the Ministry's call centres and the implementation of new telephone systems employing the latest technology allowed the Ministry to successfully assume the large call volumes resulting from the CLTAS withdrawal of services. As a result Calgarians still have access to advisory and investigation services on landlord-tenant matters.

- Working with other ministries to develop program guidelines and delivery mechanisms for natural gas and propane rebates, responding to related inquiries from landlords and tenants and distributing rebate applications.

- Completing 1,373 consumer investigations resulting in restitution to Albertans totalling $685,000. The Ministry also concluded 240 prosecution charges under a number of Ministry statutes resulting in 115 guilty and five not guilty pleas, 37 arrest warrants, four stays and 79 withdrawn.

- Developing an Investigative Strategy Report that sets out the future direction of the consumer investigative function, new initiatives for the coming year and critical issues.

- Developing the Electricity Marketing Regulation under the *Fair Trading Act*. This regulation requires electricity marketers to be licensed and sets out disclosure and other requirements to protect consumers.

- Partnering with Alberta Resource Development in constructing a one-stop Web site to provide Albertans with background information on energy deregulation.

- Completing the background work for two major pieces of legislation: The Internet Sales Contract Regulation under the *Fair Trading Act* will provide a framework for fair business practices in e-commerce activities and the *Cooperative Act* was updated to accommodate changes for cooperatives in today's business world.

- Enacting several major amendments to condominium legislation under the *Condominium Property Act* as a result of extensive consultation with condominium owners and developers. This legislation outlines the rights

and responsibilities for both condominium developers and owners. A partnership with the Alberta chapters of the Canadian Condominium Institute, Alberta Home Builders' Association and the Alberta New Home Warranty Program resulted in the proclamation of the *Condominium Property Amendment Act* 2000. The Alberta Home Builders' Association commented that the new Act provides a win-win situation for builders and consumers, resulting in better consumer protection.

- Developing tip sheets to provide information to prospective buyers and owners of condominiums about the new legislation.

- Completing the review of the administrative process to evaluate complex land proposals under section 14 of the Foreign Ownership of Land Regulations. Applications for land acquisitions are received from non-Canadian persons or foreign controlled corporations who wish to acquire private land to invest in Alberta. A balance must be maintained between preserving recreational/agricultural land for Albertans/Canadians while at the same time not discouraging foreign investment in the province.

- Partnering with other government departments to arrange the transfer of a cemetery to the Metis Nation of Alberta. ■

Financial Highlights

Results of Operations

All financial targets were met or exceeded. Although there were significant fee reductions implemented in February 2000, our products and services continue to provide an important source of revenue for the provincial government's General Revenue Fund. The growing demand for our services signifies a thriving Alberta economy and resulted in revenues of $254.5 million, which was $18 million higher than the budget target.

These increased service activities put pressure on our expenditure budget, as it was not adjusted for the higher transaction volumes. However, by using creative approaches for redeploying funds, Alberta Government Services maintained its tradition of service excellence and remained within its spending target while responding to increased demands.

The following exhibit illustrates our performance against the Ministry spending targets as set by Alberta Finance.

2000-01 Spending Target Analysis
($000)

	Authorized Budget *	Actuals	Variance
Revenue	236,381	254,533	18,152
Expenditures			
Operating Expense	48,716	48,901	(185)
Capital Expenditure	2,994	1,450	1,544
Less Amortization	(2,862)	(1,923)	(939)
Spending Target	**48,848**	**48,428**	**420**

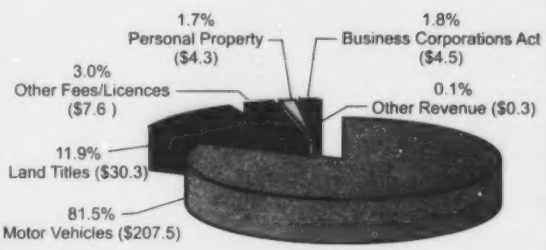
* Note: The budget reflects a $1.5 million supplementary estimate approved December 4, 2000.

Revenues

The Ministry's primary sources of revenue are from fees and licences related to the following:

- Motor Vehicles,
- Land Titles and related services,
- Personal Property,
- Vital Statistics, and
- *Business Corporations Act* (Corporate Registry).

Sources of 2000-01 Revenue
(millions of dollars)



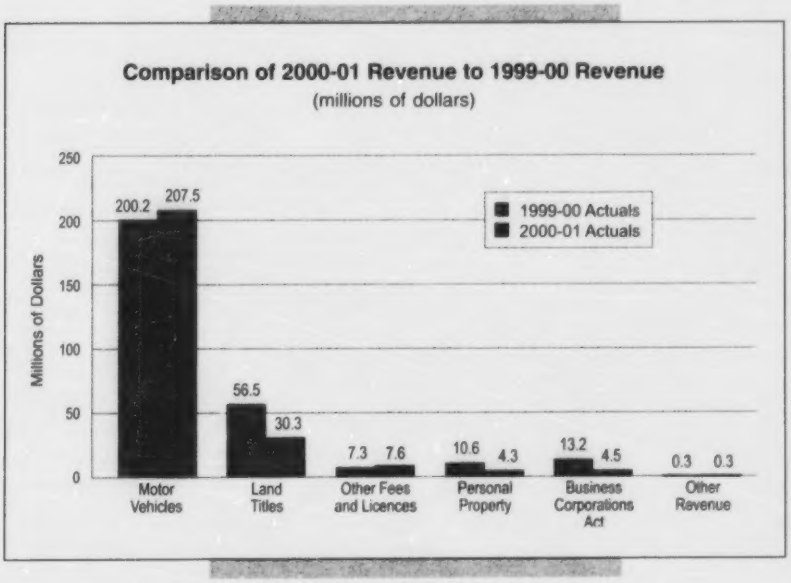
Revenues are based on the fee per transaction as well as the volume of the transactions and, in some cases, the value of the transaction.

Revenues were nearly 8%, or $18.2 million, higher than budgeted. This increase can be directly linked to the strong, growing Alberta economy that increased the demand for Ministry services.

In comparing our 2000-01 revenue with the previous year, it is important to note that the significant drop of $33.6 million is as a result of a "good news story" for Albertans. In February 2000, based on the recommendation of the Fees & Charges Review Committee, we reduced a total of 94 registry-related fees. The implementation of these fee reductions late in the last fiscal year meant the impact of the reduction was not realized until 2000-01, our first full year of operation with the reduced fees. The fee reductions resulted in an estimated $54 million in annual savings for Albertans. Revenue did not decline by that amount as fee reductions were partially offset by increasing revenue resulting from higher transaction volumes.

The majority of the Ministry's revenue (81.5% or $207.5 million) was generated through the sale of registrations, licensing and search products associated with the Motor Vehicle Registry, which is the largest of our five registries. Licensing, driver testing, registration and search services are provided by 229 registry agents across the province. As well, some services are now offered online through the Internet.

Motor vehicle-related revenues increased by $7.3 million over 1999-00. The increase was primarily due to an increase in the registration of commercial vehicles (up 11.4%), and is indicative of a prosperous Alberta economy.



It should be noted that the Fees & Charges Review Committee did not recommend any reductions to motor vehicle-related fees, since it was determined that these fees are also used to support road maintenance, driver enforcement and traffic safety programs that directly benefit Albertans. In conjunction with Alberta Transportation and Alberta Justice, Government Services developed a plan to ensure that fees paid for Motor Vehicle Registry transactions will continue to be available to support these programs. The cost of these programs far exceeds the revenue generated from the related fees. As per Recommendation 7.1 of the Fees & Charges Review Committee Final Report, details of the revenue and expense associated with the system will be monitored and reported in future Annual Reports.

Revenues resulting from registration and searches of the Land Titles Registry represent the Ministry's second largest source of revenue, at $30.3 million. Government offices in Edmonton and Calgary provide examination and registration-related services while registry agents provide land title searches, historical searches and certified copies of land titles. In addition, Registries Online provides businesses with an opportunity to conduct online searches through a subscription service.

Land title revenues were significantly lower this year (reduced by $26.2 million) as a result of reduced fees implemented in February 2000. The main sliding fee for registrations was reduced from $1 per $1,000 to $1 per $5,000 of property value. To illustrate the impact of this change, the fee to register the purchase of a $150,000 home with $140,000 mortgage at the Land Titles Registry dropped from $365 to $133.

The resulting reduction in revenue would have been greater, had it not been for increases in the volume of land-related transactions as well as an increase in land values, both of which can be attributed to the strong Alberta economy.

The *Business Corporations Act* guides the incorporation and registration of all corporations, business names and extra-provincial corporations. Revenues resulting from related services represent 2%, or $4.5 million, of the Ministry's 2000-01 total revenue. These services are provided by authorized service providers, including registry agents, law firms, accounting firms and search houses.

The $8.7 million drop in revenue over the previous year resulted from major fee reductions recommended by the Fees & Charges Review Committee. Examples of some of the reduced fees include:

- Business Incorporations reduced from $300 to $100.
- Searches reduced from $10 to $1.
- Corporate Annual Returns reduced from $10 to no charge.

A further 2% ($4.3 million) of Ministry revenue comes from the Personal Property Registry, which provides online registration and search services for claims against personal property. The term "personal property" is used to describe consumer goods such as motor vehicles, household and personal items, industrial or farming equipment and aircraft. It also includes property other than land, chattel paper, securities, and documents of title, instruments, money or intangibles. Services related to this registry are delivered by the registry agent network as well as through Registries Online.

Fees for most of these registrations and searches were also reduced based on the recommendation of the Fees & Charges Review Committee. This resulted in a drop of $6.3 million in associated revenues over last year. Some of the major fees that were reduced include:

- Security Agreement reduced from $4 per year to $2 per year; and
- Searches reduced from $5 to $1.

Other fees and licence revenue ($7.5 million) arise from vital statistics transactions such as the sale of marriage licences, certificates for key event data such as births, deaths, adoptions and name changes, as well as business licences processed by Consumer Services. Revenue associated with the sale of registry-related online search products is also included in this category.

For the most part, the Fees & Charges Review Committee did not recommend any reductions for fees in this area, since a cost recovery situation already existed. Revenue from these sources experienced a modest increase from 1999-00 ($0.2 million).

Apart from the sales of registry products, the Ministry generated a small amount of revenue ($0.3 million) from a variety of other sources including surplus asset sales, interest and refunds.

Alberta Government Services is committed to reviewing Registry fees again in 2001-02 to ensure they reflect the actual cost of providing the services. As the Ministry continues to increase efficiencies and streamline operations, the savings will be passed on to Albertans.

Expenses

During 2000-01, Alberta Government Services was fortunate to receive supplementary funding of $1.5 million in addition to its original budget. This additional funding was provided as critical infrastructure requirements for Alberta One Window and the Land Titles information system. It also offset some of the Ministry's costs in assuming the provision of landlord and tenant advisory services for the citizens of Calgary and assisting the Alberta Motor Vehicle Industry Council with a regulation change.

Aside from this supplementary funding, the Ministry redeployed funds to respond to other pressures while remaining within budget. For example, additional resources were required to support a significant increase in the demand for services generated by a thriving Alberta economy. Other initiatives had to be deferred because the cost of providing these additional services was not included in the Ministry's base budget.

The Ministry also had to direct some of its base budget to Alberta One Window as long term funding had not been allocated. Our organizational structure was consolidated and a permanent Program Management Office for One Window was established.

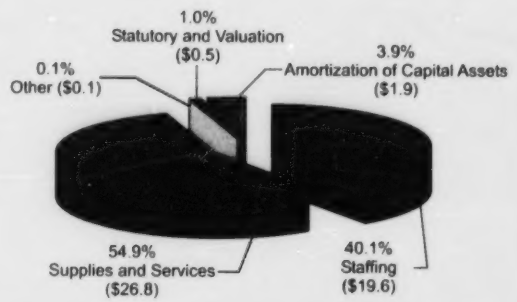
In summary, base funding was redirected to ensure Alberta Government Services' customers, the citizens and businesses of Alberta, continued to receive high-quality services in a timely and efficient manner. Capital initiatives were deferred to fund operational costs. Therefore, there is a significant under-expenditure on the capital side of our budget and a small over-expenditure on the operating side. This under-utilization of capital funding also resulted in a reduction in the amount of amortization expense recorded.

In general, expenditures increased by only 1.5% from the previous year. Operating expenses remained fairly constant with a $0.7 million increase.

The area of greatest expense continues to be the purchase of supplies and services, where 55% ($26.8 million) of our budget is directed. Key expenses within this category include data processing ($12.4 million) and contracted services ($7.7 million), both of which support our extensive Registry systems. Staffing accounts for 40% ($19.6 million) and amortization charges of $1.9 million account for the remaining expense. ■

2000-01 Operating Expenses by Category

(millions of dollars)



Ministry Entities

Minister of Government Services

Regulatory Review Secretariat

- Mandated to reduce regulatory red tape and complexity by simplifying, reducing or eliminating provincial regulations and regulatory requirements.
- Chaired by Richard Magnus, MLA, Calgary North-Hill.
- Contact Vera Fedor
  Phone: (780) 422-1736
  Fax: (780) 415-4860
  E-mail: vera.fedor@gov.ab.ca

Deputy Minister

Licensing, Registry and Consumer Services

- Supports a fair and effective market place for consumers and business, and ensures the delivery and accessibility of registry and licensing services. It contains the following main business units:
  1. Registry Services provides the private and public sectors with secure, timely and high-quality registration, licensing and information services. The registration of births, marriages, deaths, motor vehicles, corporations and personal property are examples of the services managed by this branch. Registry information also supports legislation and service delivery in other ministries, municipalities and law enforcement agencies.
  2. Land Titles Services registers survey plans and land ownership rights, and issues land titles.
  3. Consumer Services promotes fair market practices within Alberta through consumer awareness activities, the administration and enforcement of consumer-related legislation and support provided to delegated regulatory organizations.
  4. Policy, Legislation and Research manages the Division's major projects, provides general and legislative research, consults with stakeholders, ensures access to information standards are upheld and responds to Freedom of Information and Protection of Privacy requests on behalf of the Ministry.
  5. Call Centres answer inquiries from Albertans, provide interpretation of Acts and Regulations administered by the Ministry, identify the need for investigations on behalf of consumers and recommend changes to legislation based on citizen inquiries.
- Contact: Laurie Beveridge, Assistant Deputy Minister
  Phone: (780)427-4095, Fax: (780)422-0818, E-mail: laurie.beveridge@gov.ab.ca

Alberta One Window

- The Program Management Office is taking the lead in launching this cross-ministry initiative to enhance access to Government of Alberta services, information and programs.
- The Office is responsible for overseeing the promotion, management and administration of the One Window project.
- Contact: Wilma Haas, Managing Director
  Phone: (780)415-6090, Fax: (780)422-8151, E-mail: wilma.haas@gov.ab.ca

Support Services

- Support services for human resources and administration are provided by Alberta Municipal Affairs through a shared services arrangement.
- Legal services are provided by Justice.
- Communication services are provided by the Public Affairs Bureau.
- Business planning, budgeting and financial reporting services are provided by the Senior Financial Officer.
- Direction for information technology initiatives is provided by the Chief Information Officer.
- Contact: Deputy Minister's Office, Phone: (780)427-0621, Fax: (780)427-0902,
  E-mail: government.services@gov.ab.ca, Web site: www.gov.ab.ca/gs/

Delegated Regulatory Organizations

A number of independent administrative bodies have been created through legislation to regulate specific industries or provide services to consumers. Since these entities operate at arm's length from the Ministry, consolidation into the Ministry financial statements is not required. These delegated organizations include:

Alberta Funeral Services Regulatory Board – responsible for licensing, education, investigation, mediation, enforcement and discipline related to the funeral industry and its governing legislation.

- Contact: Marilyn McPherson, Board Administrator
  Phone: (780) 452-6130, Fax: (780) 452-6085
  E-mail: afsrb@telusplanet.net

Alberta Motor Vehicle Industry Council – responsible for administering automotive licensing regulations, investigating and mediating automotive complaints, and handling inquiries related to the automotive industry.

- Contact: Rick Preston, Executive Director
  Phone: (780) 466-1140 or 1-877-313-3833, Fax: (780) 462-0633
  Web site: www.amvic.org

Credit Counselling Services of Alberta – responsible for educating Albertans in personal money management and wise use of credit, and for providing alternatives to bankruptcy for individuals and families facing financial crisis.

- Contact: Fran Smith, Executive Director
  Phone: (403) 265-2201 or 1-888-294-0076, Fax: (403) 265-2240
  Web site: www.creditcounselling.com

Real Estate Council of Alberta – responsible for setting and enforcing standards of conduct in the real estate industry, protecting consumers affected by the industry, providing services that enhance the industry, and administering the governing legislation, bylaws and rules.

- Contact: Bob Myroniuk, Executive Director
  Phone: (402) 228-2954 or 1-888-425-2754, Fax: (403) 228-3065
  Web site: www.reca.ab.ca

Please contact these organizations directly for copies of their annual financial statements

Operational Overview

Core Businesses

Service excellence continues to be the focus for the delivery of services to the people of Alberta. As outlined in the business plan, the Ministry's mission is to:

- provide secure, high-quality and innovative access to a wide range of government services, including consumer information, registration, licensing and other government services;
- facilitate, support and, where mandated by legislation, regulate and strictly enforce high standards of consumer protection and business practice; and
- support the Regulatory Review Secretariat in its mandate to reduce regulatory red tape and complexity throughout government.

Together, these services directly support the strong provincial economy enjoyed by Albertans. Alberta Government Services plays a key role in protecting consumers from marketplace fraud and in promoting a fair and level playing field for Alberta businesses. The Ministry's services provide Albertans with an assurance that their interests are protected in many of their day-to-day transactions, such as buying a house, registering a car, arranging a loan, starting a business or ensuring a newly born Albertan is registered.

The following core businesses contribute to achieving our mission in support of the Government of Alberta's commitment to people and prosperity:

Core Business 1 - Services to Consumers

Continued excellence in licensing, registration and consumer information services for Albertans.

- Alberta Government Services is responsible for the delivery of registration, licensing and consumer information services. The Ministry processes over 12 million licensing and registration services each year, including motor vehicle, personal property, land titles, vital statistics and corporate registry transactions. It also supports legislation and service delivery in other departments, municipalities and law enforcement agencies. Services are delivered to consumers as well as to businesses through a variety of channels, including community level access, through the registry agent network, Registries Online, and government offices. The use of multiple delivery channels helps us to ensure that services are timely, reasonably priced and secure.

In addition to expanding and enhancing these services, Alberta Government Services will collaborate with other departments and levels of government in the development of a new gateway to government information and services. Once in place, Alberta One Window will provide residents with the ability to acquire products, information and services from the Government of Alberta through a one-stop shopping approach.

Core Business 2 - Regulatory, monitoring and compliance functions

Promoting a fair and effective marketplace for Albertans.

- A fair and effective marketplace ensures a thriving entrepreneurial economy while protecting consumers from unethical vendors. This core business provides the necessary legislative and regulatory framework to instill consumer confidence while promoting high standards of consumer protection and business practice. The Ministry will continue to be vigilant in investigating marketplace practices and will take appropriate enforcement action quickly and responsibly. ■

Key Factors Influencing Performance

Increasing demands for products and services

An increase in the demand for Ministry services necessitated the deferment of some initiatives. Resources were also required to pursue technological opportunities and respond to requests for electronic delivery of services. Unexpected events in the marketplace also caused a large increase in demand for our expertise and knowledge, particularly in the area of consumer protection. For example, a significant increase in inquiries to the Ministry's call centre resulted from the City of Calgary no longer offering Landlord and Tenant Advisory Services. Call centre staff also responded to more inquiries relating to electrical and gas deregulation.

Preparing for One Window

During 2000-01, we received some one-time funding to conduct a comprehensive feasibility study for the development of an approach to provide Albertans with easier, faster and more direct access to the Government of Alberta. Additional funding to launch this initiative and establish a Program Management Office within the Ministry was provided through the redeployment of existing internal resources, as well as by partnering with Alberta Innovation and Science for the sharing of resources.

Technology

Alberta Government Services' staff depend on technology to conduct business and serve clients. Investment in the Motor Vehicle, Personal Property and Land Titles systems is needed to accommodate changes in the marketplace, such as an increase in business transactions and more demands for online delivery of services. The Ministry provides the best registry services in the country. The technology that makes high satisfaction rates possible must be redeveloped to ensure the Ministry can continue to provide the level of service Albertans, other government departments, municipalities and law enforcement agencies both expect and deserve.

Integrating Consumer Services and Registries

When Alberta Government Services was created in May 1999, Registries and Consumer Services were organized as two separate divisions. Over the course of 2000-01, we brought together the two divisions under one management structure and integrated some of their complementary functions. This included amalgamating call centres and centralizing some program support services. ■

Results Analysis

Core Business 1

Services to Consumers

Continued excellence in licensing, registration and information services for Albertans

Alberta Government Services is directly responsible for providing a wide array of registration, licensing and consumer information products to Albertans. These services support a strong Alberta economy and help consumers and business make informed decisions.

The Ministry is also charged with the task of developing – in consultation with other departments – innovative methods for delivering Government of Alberta information and other services.

An increasing demand, by both consumers and business, for electronic access to government is one reason why changes are needed. Considering nearly three out of four Canadians support the move towards electronic government (Ekos, Fall 2000), and that more than one half of Alberta households have an individual who accesses the Internet from home (Criterion Research, 2000), requests for online access to government can only increase.

To reflect this need, the primary goals for this core business are:

- **Goal One**: to create and maintain a common portal so Albertans receive the services they deserve; and
- **Goal Two**: to provide excellence in service development, delivery and accessibility.

Goals and Activities

Goal 1

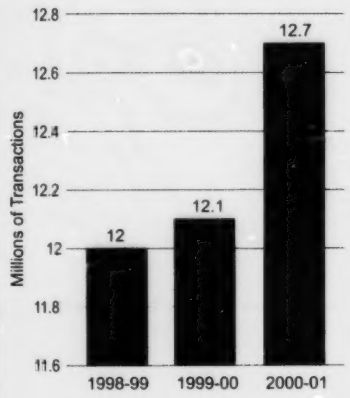
Create a common portal so Albertans receive the services they deserve

Alberta Government Services plays a major role in providing provincial government services to the public. The Ministry is responsible for millions of transactions every year.

- The Ministry's registry systems processed 12.7 million transactions for the general public in 2000-01 compared to 12.1 million in 1999-00, a 5% increase.
- The network of 229 registry agents, located in nearly every city and town across the province, is a major conduit of services for the Ministry. Last year, these registry agents accounted for nearly half (49%) of all transactions

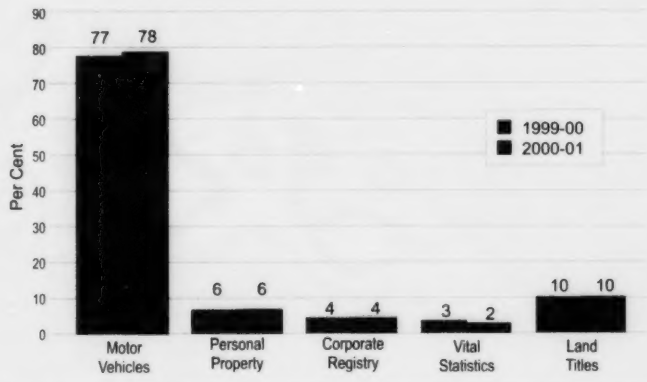
delivered to the public by the Government of Alberta. As can be seen in the following exhibit, the registry agents' primary source of business are transactions conducted through the Motor Vehicles Registry, which represents over three quarters of all transactions.

Volume of Registry Transactions



Registry systems are
- Motor Vehicles,
- Vital Statistics,
- Personal Property,
- Corporate Registry and
- Land Titles

Transaction Profile of Registry Agents



The Ministry is continually looking for new ways to use its service delivery infrastructure to provide even better service to all Albertans. A variety of initiatives were pursued during the year in an attempt to streamline service delivery and provide additional convenience to customers.

- During 2000-01, procedures were established allowing Albertans to renew passenger vehicle registrations through a secure, reliable Web site, increasing the range and convenience of service delivery options.

- Another major accomplishment, in partnership with Alberta Justice, was the establishment of a system to allow Albertans to pay for current traffic fines at any one of the 229 registry agent locations across the province. Previously, these fines had to be paid at provincial courthouses, which were open during limited hours.

- The Ministry's call centres were amalgamated under one management structure. This move enabled the Ministry to streamline operations and allow greater cross training among staff while, at the same time, providing Albertans with quicker and easier access to the information and services they need. Albertans now have one-call access to a wide array of consumer, registration and licensing information.

- The amalgamation of the call centres also provided the Ministry with an opportunity to install a new, more sophisticated phone system and take advantage of advanced skill based routing. In other words, the phone system automatically directs the caller to the correct service representative minimizing the number of transfers callers experience. The new call centre is also expanding its ability to capitalize on other technology such as e-mail, Interactive Voice Response (IVR, which allows callers to interact with a computer by telephone) and automated fax back services. This technology provides Albertans with greater convenience and choice in accessing information, services and products.

- Not only is the Ministry working towards developing partnerships with other provincial departments, it is working with other levels of government. Discussions are underway with the City of Edmonton about the possibility of delivering some municipal services through registry agents.

- Another major restructuring initiative was the merging of the Private Agent Support and General Registries branches. Each year, the Ministry receives numerous inquiries on processing transactions, especially in Vital Statistics and Corporate registries, which have been outsourced to private sector service providers. This amalgamation allows us to streamline communication to the content experts on these registries, and improve customer service.

The year was also marked by some progress towards redeveloping the three Legacy systems for the Motor Vehicle, Land Titles and Personal Property registries. Some preliminary planning activities took place in 2000-01 to allow the systems to become more responsive to legislative changes and meet increased customer expectations. Highlights include:

- The completion of a business vision document, along with extensive consultations with stakeholders and clients, on business requirements for a new Land Titles system, and the development of a technical blueprint. A data model has also been developed, showing how the information contained in the system, which essentially defines land ownership rights in Alberta, will be stored and retrieved.

- Visioning and a data model have been completed for the Motor Vehicle Registry, which is the largest computer system in Alberta Government Services. This visioning stage, which defines requirements for both the provincial government and numerous stakeholders, represents a significant milestone in the overall system redevelopment. This system processes an estimated 5.8 million transactions a year for the public and millions of other transactions for law enforcement agencies, municipalities and other provincial government departments.

Customer Profile

Clients of the Call Centre

The Alberta Government Services' Call Centre helps thousands of Albertans each year with their questions about registry transactions or concerns about marketplace issues. Through a random telephone survey of callers who contacted our Call Centre (sample size = 999), we have found that callers:

- are usually female (64%),
- over one-half (51%) are between the ages of 25-44, and
- tend to have some post secondary training (56%).

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- are usually female (64%),
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- Visioning has been completed for redeveloping the Personal Property system. This process involved conducting extensive stakeholder consultations and surveying other jurisdictions to identify trends and explore new developments in information technology and service delivery models. In the analysis for re-developing the Personal Property Registry System, a logical data model has been developed which will provide a clear understanding of the scope and capabilities of the current system and assist in its redesign.

While these planning activities will position the Ministry well for the eventual redevelopment of the Legacy systems, they will not enhance its capacity to address increased demand. In the interim, Alberta Government Services will strive to provide high-quality service to Albertans.

Alberta Government Services also plays a leadership role in the development of Alberta One Window. The intent of this cross-ministry initiative is to provide a single point of contact offering access to most provincial government products, services and information whether via a publicly accessible office, a Web page, a toll-free call centre, mail or fax.

- A preliminary Program Management Office for Alberta One Window was established. Although the Ministry received some additional funding ($0.5 million) to develop the strategic framework and plan the Web site, funding for the Program Management Office was not made available in the normal budget process. As a result, funds were redeployed internally to provide the initial resources required. The Program Management Office provides the focus, strategic vision and expertise necessary to coordinate this important, cross-ministry initiative.

- In addition to the establishment of the Program Management Office, the Ministry made progress towards making this initiative a reality. This work included preparing a One Window business plan, developing an implementation strategy and beginning the Web site design. ■

Goal 2

Excellence in service development, delivery and accessibility

Service excellence is about incorporating our values and principles into our everyday actions. By paying attention to the details we can provide a higher level of service. During the past year, the Ministry was well recognized for the efforts of its staff.

- Alberta Government Services garnered a bronze medal in the Premier's Award of Excellence program for the automation of the surveys registration system and the associated Spatial Information System (SPIN) platform, which provides Internet access to users who wish to search, view and download survey plans directly on to their computer. The application also received recognition outside of the provincial public service. In addition to the Premier's Award of Excellence, the SPIN system received the following national awards:
  - A Gold Medal in Innovative Service Delivery in the Provinces Class from Technology in Government, and
  - An Award of Distinction, and a Best in Class Award from the Canadian Information Productivity Awards (CIPA) program.

  SPIN was also featured in the *Edmonton Journal* on November 14, 2000 as an example of innovative public service delivery.

- A second Premier's Award of Excellence bronze medal was awarded for the development of an Internship Program for the Land Titles and Surveys Office. The Office was at risk of losing many of its technical staff to retirements. Given the level of training required to deal with the legal complexities involved in processing the documents that define land ownership in Alberta, the Ministry took proactive action to replace these employees. A detailed, comprehensive internship program to guide and train recent graduates from post-secondary institutions was designed. This ensures that Albertans continue to receive the same high-quality, accurate service they have come to expect from the Land Titles Office.

Including these two medals, the Ministry has received five Premier's Award of Excellence medals in just the past three years.

- Several staff from the Ministry also provided services and expertise in the Alberta Administrative Licence Suspension Project that was honoured with a bronze medal in the Premier's Award of Excellence program. The project was coordinated by Alberta Transportation and promoted safety on Alberta's roads by implementing innovative solutions for suspending, recording and tracking the licences of impaired drivers.

Over the year, the Ministry completed several impressive projects that are a testament to the dedication of staff to improving service delivery and accessibility.

- The Canada-wide success of the CATS/CANSHARE system, a method to track marketplace fraud and maintain a comprehensive database of offenders, prompted the Australian government to pay the travel expenses for a representative from Alberta Government Services to meet with officials interested in learning more about the system.

- Even though the initial SPIN system revolutionized access to information for the surveying industry, Alberta Government Services continued to look for ways to improve its services. During the past year, the Ministry implemented a number of improvements to SPIN, enhancing search and selection tools and providing access to additional online information from the ministries of Alberta Resource Development and Agriculture and Rural Development. In addition to expanded access to data (i.e., 24-hours a day, seven days a week) the system allows for a 33% reduction in fees. All of these enhancements received tremendous support from clients, as evidenced by the 200% increase in transaction volumes.

- Alberta Government Services is committed to reviewing fees for other registries again in 2001-02 to ensure they reflect the actual cost of providing the services. As the Ministry continues to increase efficiencies and streamline operations, the savings will be passed on to Albertans.

Dedicated staff

Service excellence is not possible without the dedication and commitment of staff, and the continual upgrading of their skills, knowledge and abilities. Alberta Government Services is fortunate to have a team of extremely well qualified people, and is committed to providing them with continual learning and development opportunities. In a survey conducted among Ministry staff, we found that:

- Employees feel the Ministry supports their learning, and a majority say they are provided training to meet current (89%) and future (85%) needs. SmartForce is an example of the value the Ministry places on training. This new training tool, available to staff through the Intranet, provides access to 31 courses ranging from using the latest desktop software to business communications. SmartForce, an alternative to traditional classroom training, is an excellent complement to learning accounts, secondments (11 in 2000-01) and other training and development opportunities. Alberta Government Services also made the Land Titles Office Internship Program available to six participants and provided four student placements over the course of the year.

- Management and supervisors also believe in the Ministry's commitment to staff training. All feel their staff have skills to meet current needs and a similar proportion (96%) believe this readiness extends to future needs as well.

- More than eight out of ten (83%) of staff feel their work contributes to the Ministry's business plan goals, reflecting a strong connection with our service quality mandate.

- Our commitment to staff has resulted in a very high level of satisfaction among employees. Nearly all (88%) state they are satisfied with their employment. Ultimately, this commitment results in satisfied employees who provide high-quality service to our customers.

- Over the past year, the Ministry has worked hard to promote consumer education and to ensure Albertans know their rights in the marketplace, including campaigns targeted at those Albertans who are especially vulnerable to marketplace scams. For example, the Ministry launched a "Know Your Consumer Rights" initiative for Alberta's 300,000 seniors. In addition to this specific campaign, Alberta Government Services distributed 33,000 tip sheets, issued nine consumer alerts to warn Albertans about potential marketplace scams and answered 74,219 calls from Albertans concerned about marketplace practices.

- The Ministry continues to ensure the personal information Albertans submit to registries is protected and secure. Last year Alberta Government Services completed 78 Compliance Reviews on approximately one third of the 229 private registry agents to ensure the Ministry's high standards of accountability are met.

- The Ministry also introduced a new Web site, which complements the one-stop services provided by the Call Centre. In addition to providing comprehensive information on the Ministry's many consumer, registration and licensing products, Albertans can download forms, locate a registry agent nearest to them or complete a consumer complaint form online. The Ministry's 34 Acts and 65 Regulations were made more accessible by posting them on the Ministry's Internet site. This posting involved consolidating the Acts and Regulations from all divisions, keeping them up-to-date and displaying them in a consistent, easy to read manner.

- The Ministry collaborated with Alberta Resource Development to develop a dedicated Web site that provides natural gas and electricity users with current information on the deregulation process and the names of licensees for direct marketing of natural gas and electricity. The site (www.customerchoice.gov.ab.ca) also provides advice on matters to consider prior to entering into contracts. The information contained on this Web site was complemented by widespread distribution of a consumer tip sheet.

- The Ministry facilitated the transfer of a cemetery to the Metis Nation of Alberta, a matter of great importance to Aboriginal people. Staff participated on the Burial Site Committee and the project involved close cooperation with Community Development and Aboriginal Affairs.

- Alberta hosted the 2001 Canadian Conference on Personal Property Security Law. The conference promoted uniformity of personal property security law throughout Canada and collaboration with other Canadian jurisdictions. The conference was very successful and will assist the Ministry in planning future service delivery models and strategic direction. ■

Customer Profile

Businesses who use Registries Online and Land Titles Office

Alberta Government Services provides quality, secure services to millions of individuals, and to thousands of businesses that help drive a strong Alberta economy. The Ministry conducted surveys with clients who subscribe to the Registries Online Service (sample size=300) and hold an account with the Land Titles Office (sample size=401).

Over one-half (59%) of the businesses that subscribe to the Registries Online Service classify themselves as being in either the Legal Services Industry or the Financial Services Industry. Businesses in the Financial Services industry typically access this service to conduct registrations in the Personal Property Registry, while businesses in the Legal Services Industry conduct a large number of registration transactions in the Corporate Registry.

The next most common business subscribing to Registries Online is the Real Estate Services Industry (11%). Respondents also cite a variety of other types of businesses, ranging from government to oil and gas.

The survey found that one-third (33%) of businesses with a Land Titles Office account classify themselves as a Law Office. Financial Institutions are the next most common (15 %) followed by Real Estate companies (12%).

Although the Legal Survey industry represents only 7% of the client base, surveyors are important stakeholders for the Land Titles Office since they are responsible for submitting survey plans that create parcels of land that can be titled.

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Performance Measures

Performance Measure 1

Registries customer satisfaction

The main measure for core business 1 (Services to consumers) is overall customer satisfaction with services provided by the three main service delivery channels for registration and licensing services:

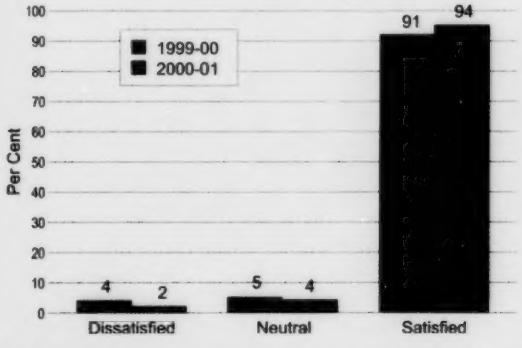
- Registry Agents;
- Registries Online; and
- Land Titles Office.

The target for customer satisfaction, for all three channels, is set at 85% "satisfied" customers. These measures apply to both goals one and two for this core business.

Source/Methodology and Results

Canadian Facts, a national marketing research firm, was first commissioned in 1999-00 to conduct a comprehensive satisfaction survey among customers who access registration and licensing products through our three main channels. All three surveys employed a seven-point satisfaction scale, where one is "very dissatisfied", four is "neutral" and seven is "very satisfied." A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Satisfaction Among Customers Who Visit a Registry Agent



Based on a quarterly telephone survey with Alberta residents over the age of 18 who recalled visiting a registry agent during the past year. The 1999-00 results are based on 701 surveys, accurate to within ±3.7%, 19 times out of 20. The 2000-01 results are based on 500 surveys, and are accurate to within ±4.4%, 19 times out of 20.

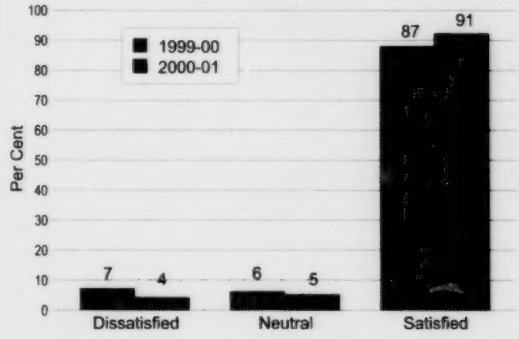
In 2000-01, the survey was repeated to obtain a statistical trend analysis. The results indicate that the Ministry continues to garner overwhelming satisfaction ratings for its services, and in some areas improvement in service quality is evident.

- In a telephone survey with 500 Albertans who had visited a registry agent in the past month, **94% (key performance measure)** stated they were satisfied overall with the service provided to them. This level of satisfaction is similar to last year's results (91%, based on 701 telephone interviews).

- Overall satisfaction among Land Titles account holders is showing a similar trend. Of the 309 who responded to a self-completion survey, **91% (key performance measure)** state they are satisfied with the registration process. This is also close to the satisfaction rating achieved in 1999-2001.

- Subscribers to the Registries Online service also state high levels of satisfaction. Based on a self-completion survey among 300 respondents, **87% (key performance measure)** mention that they are satisfied overall with the level of service. These results are similar to last year's results, where 85% expressed satisfaction.

Satisfaction Among Account Holders with the Land Titles Office



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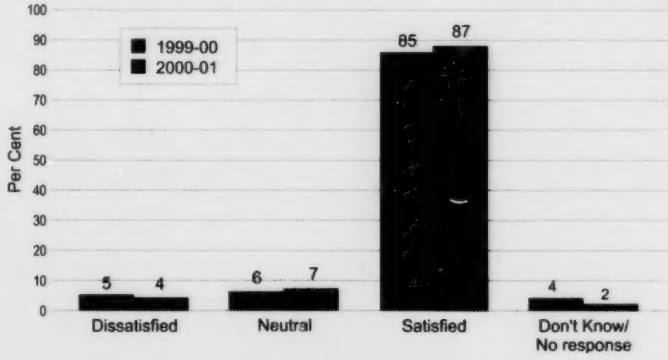
Satisfaction Among Registries Online Subscribers



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Analysis

Despite organizational restructuring, new responsibilities and tight budget constraints, the Ministry was able to maintain its long-standing commitment to providing quality services to Albertans.

The challenge that lies ahead for the Ministry is to maintain these high satisfaction levels in the face of increasing pressures and new lines of business added in the recent government reorganization. ■

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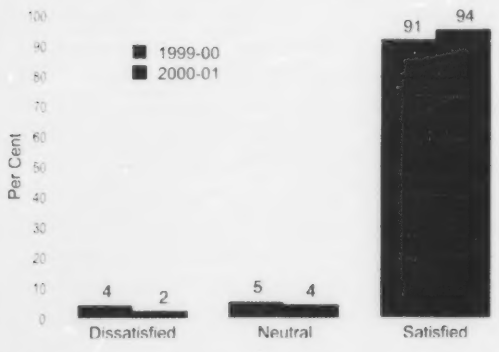

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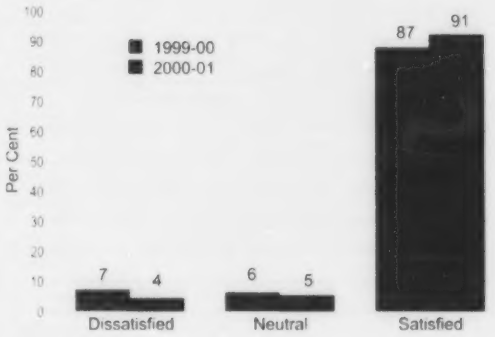

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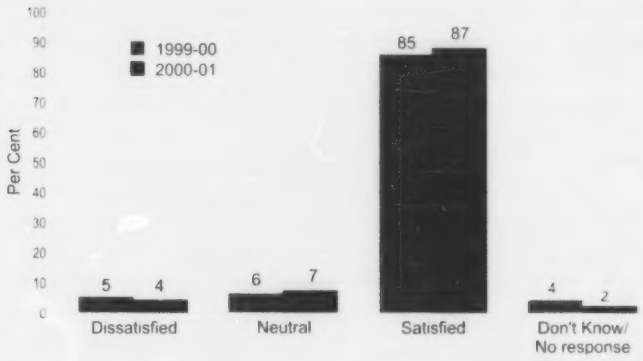

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Performance Measure 2

Call Centre customer satisfaction

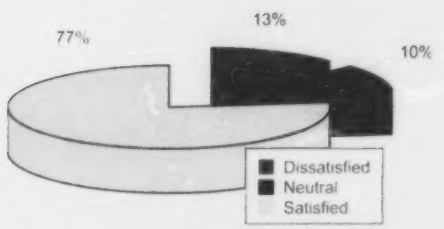
Overall caller satisfaction with services provided by the Alberta Government Services' Call Centre is another key measure for this core business. This is a base year from which a measure will be set to compare performance in the years to come. This measure applies to both goals one and two for this core business.

Source/Methodology and Results

Canadian Facts, a national marketing research firm, was commissioned to conduct a comprehensive satisfaction survey among callers who contacted the Alberta Government Services Call Centre. Similar to the Registries program, this survey also employed a seven-point satisfaction scale, where one is "very dissatisfied", four is "neutral" and seven is "very satisfied." A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Telephone interviews were conducted to determine callers overall satisfaction with services provided to them by the Call Centre. Out of the 999 respondents interviewed, over three quarters **77% (key performance measure)** stated they are satisfied. About one-in-ten state that they are either neutral (10%) or dissatisfied (13%). (Note: As this was the first year for this measure, a target had not yet been established. 2000-01 was a baseline year.)

Satisfaction Among Call Centre Clients



Based on a biannual survey of clients who accessed the services of the Department's Call Centre. A total of 999 telephone surveys were conducted, providing results that are considered accurate to within ±3.1%, 19 times out of 20.

Analysis

There is significant opportunity to improve satisfaction levels given the large proportion of neutral and dissatisfied customers. However, this represents a significant challenge. The number of inquiries regarding landlord and tenant issues increased dramatically when the Calgary Landlord and Tenant Advisory Service ceased operation in January 2001. Without additional funding, it is likely that service quality will erode and the ability to sustain even this level of satisfaction is uncertain.

Supplementary Performance Measures

In addition to the performance measures formally outlined in the 2000-03 Business Plan, the Ministry uses a number of internal measures to gauge its success in other areas. These have been included as supplementary measures, and for this core business the following data has been included:

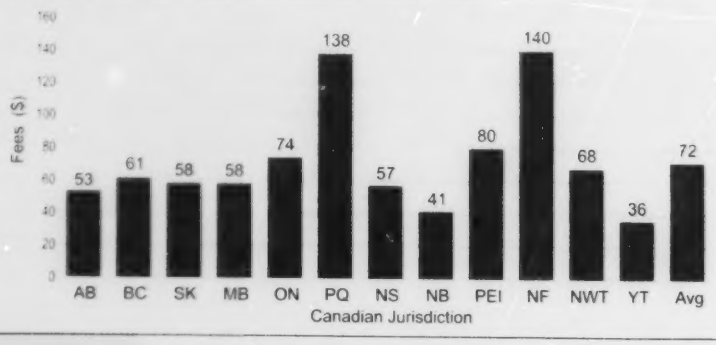
Comparison of key motor vehicle fees to other jurisdictions.

Registries staff contacted provincial government agencies across Canada to establish what fees other jurisdictions charge consumers for vehicle registrations and driver licences.

- To facilitate a reliable and meaningful comparative analysis, two key products were identified for the Motor Vehicles Registry namely, vehicle registration renewal and driver's licence renewal. These two products are the most common transactions, are available in a similar form in all Canadian jurisdictions and are the most familiar to the general public. Furthermore, since many jurisdictions use formulas (e.g., weight of a vehicle), these registrations were put into common scenarios to standardize them across all provinces.
- The survey found that Alberta has one of the lowest vehicle registration and driver's licence fees in Canada.
- The annual registration fee in Alberta for a four-door Ford Taurus sedan is $53 (of which $5 is the service fee charged by the private registry agents to cover their costs). At this price, Alberta is well below the national average of $72.
- The cost per year to renew a driver's licence in Alberta, assuming the renewal is for a standard five-year period, is $9 (of which $1 is the service fee charged by the private registry agents to cover their costs). As with vehicle registration fees, Alberta's fee for renewing vehicle registrations is below the national average of $13 (assuming no demerits on a driver's licence, where some jurisdictions will charge more for a renewal).

Comparison of Vehicle Registration Fees with Other Provinces

Fee for a vehicle registration renewal on a Ford Taurus sedan weighing 3,294 pounds in an urban area (service/ administrative fees included).



Performance Measure 2

Call Centre customer satisfaction

Overall caller satisfaction with services provided by the Alberta Government Services' Call Centre is another key measure for this core business. This is a base year from which a measure will be set to compare performance in the years to come. This measure applies to both goals one and two for this core business.

Source/Methodology and Results

Canadian Facts, a national marketing research firm, was commissioned to conduct a comprehensive satisfaction survey among callers who contacted the Alberta Government Services Call Centre. Similar to the Registries program, this survey also employed a seven-point satisfaction scale, where one is "very dissatisfied", four is "neutral" and seven is "very satisfied." A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

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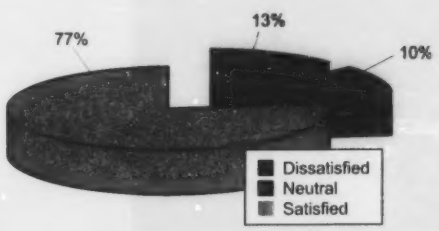

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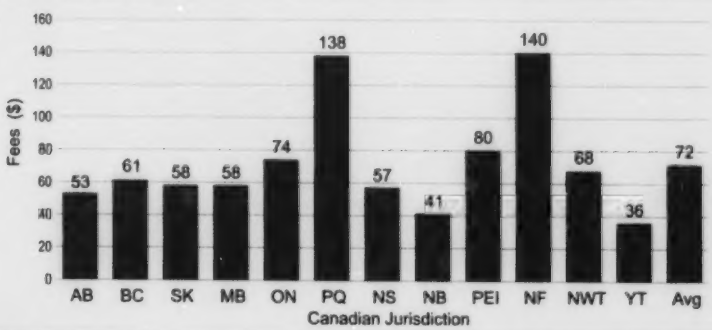

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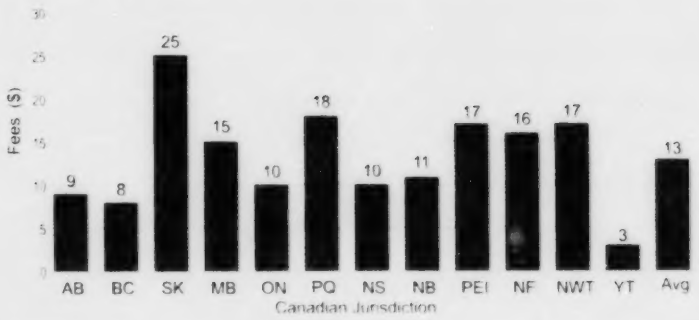

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The low fees for motor vehicle products in Alberta, along with the 94 other registry fees that the Ministry reduced in February 2000 (a total reduction of $55 million), highlights how the Alberta Advantage is keeping money in the pockets of Albertans.

Core Business 2

Regulatory monitoring and compliance

Promoting a fair and effective marketplace for Albertans

A critical task for Alberta Government Services is to ensure the marketplace has standards in place so all businesses can compete on a level playing field. Standards allow both consumers and businesses to know their rights and obligations, thus facilitating commerce. The task becomes very challenging, however, in a dynamic marketplace that is subject to major changes (such as deregulation, the advent of e-commerce over the Internet, etc.).

The Regulatory Review Secretariat, which reports to the Minister of Alberta Government Services, ensures that regulations put into place by provincial government departments are relevant and necessary. If a regulation is not necessary for the maintenance and/or enhancement of the public good, and does not contribute significantly to the economic goals of the province, then the need for the regulation must be seriously questioned.

To reflect these business drivers, the primary goals for this core business are:

- **Goal Three**: to support a fair and effective marketplace; and
- **Goal Four**: to maintain a streamlined, effective and relevant regulatory environment.

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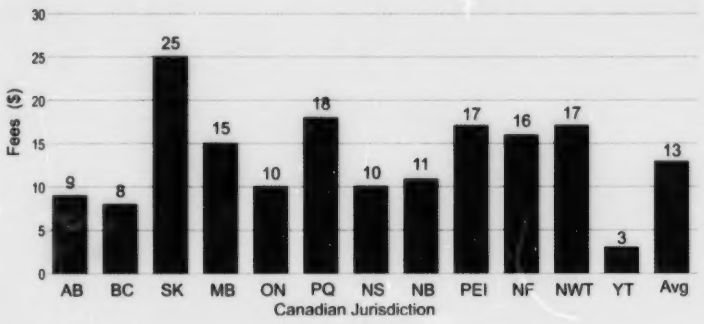

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Goal 3

A fair and effective marketplace in Alberta with a high standard of business conduct

A fair and effective marketplace is made possible by first establishing legislation and guidelines that clearly outline the framework of rights and obligations for all parties.

- During the winter of 2000, Alberta Government Services played a significant role in the development of natural gas and propane rebate programs. The Ministry also distributed applications and responded to inquiries from landlords and tenants who were looking for assurances the provincial government would help them cope with unusually high gas prices.

- On September 1, 1999, the *Fair Trading Act* came into force. The Act enhanced consumer protection for Albertans through various remedies and enforcement tools and provided business with clearer standards for fair practices (The section "*Acts Administered by Alberta Government Services*" at the back of this Annual Report outlines the consumer areas for which the Act has established standards). The *Fair Trading Act* also received recognition through a bronze medal in the Premier's Award of Excellence program last year. Since its enactment, Albertans continue to be afforded further consumer protection. During the past fiscal year, two new regulations that impact a large majority of consumers were proclaimed under this legislation:

  - In conjunction with Alberta Energy, we developed the Electricity Marketing Regulation under the *Fair Trading Act* for companies entering this market as a result of deregulation. This regulation requires that all electricity marketers intending to sell to residential consumers, farms or small businesses be licensed with Alberta Government Services, post a security bond of $1 million and comply with a 17 point code of conduct. Furthermore, the regulation established pre-contractual disclosure requirements and provides consumers with a 10-day cooling off period on all contracts.

  - A growth area in Alberta is the purchase of goods and services over the Internet. Alberta Government Services is ensuring that fair business practices occur in this marketplace by using ministerial power under the *Fair Trading Act* to develop the Internet Sales Contract Regulation, which will come into force October 15, 2001. The main benefit of this regulation will be to provide more protection and security in a marketplace that has historically provided little assurances for consumers. The Internet regulation was the basis for a cross-Canada template to standardize Internet sales legislation.

- Alberta Government Services also enacted the *Condominium Property Amendment Act* and Regulation, which came into force September 1, 2000. The *Condominium Property Act* provides a framework for the fair and effective

operation of condominiums to protect the investments of hundreds of thousands of Albertans who buy and live in condominiums. The amendments made to this Act provide a more comprehensive legislation designed to outline the rights and responsibilities of condominium owners and developers.

- Ministry staff also completed the procedural guidelines for handling exemption requests under the Foreign Ownership of Land (FOLA) Regulation from foreign corporations. The guidelines balance the spirit of the FOLA Regulation by ensuring that prime agricultural and recreational land in Alberta is owned by Albertans, while communicating to foreign investors that opportunities for investment in Alberta are still available.

As well as putting in place appropriate legislation to ensure equity in the marketplace, the Ministry is also responsible for ensuring that legislation is communicated to businesses and consumers and ultimately enforced. Alberta Government Services completed 1,373 investigations resulting in restitution to Albertans totalling $685,000. The Ministry also concluded 240 prosecution charges under a number of Ministry statutes resulting in 115 guilty pleas and five not guilty pleas, 37 arrest warrants, four stays and 79 withdrawn. (The majority of the withdrawn charges relate to plea bargains where the individual pled guilty to a number of charges and the remainder were withdrawn.)

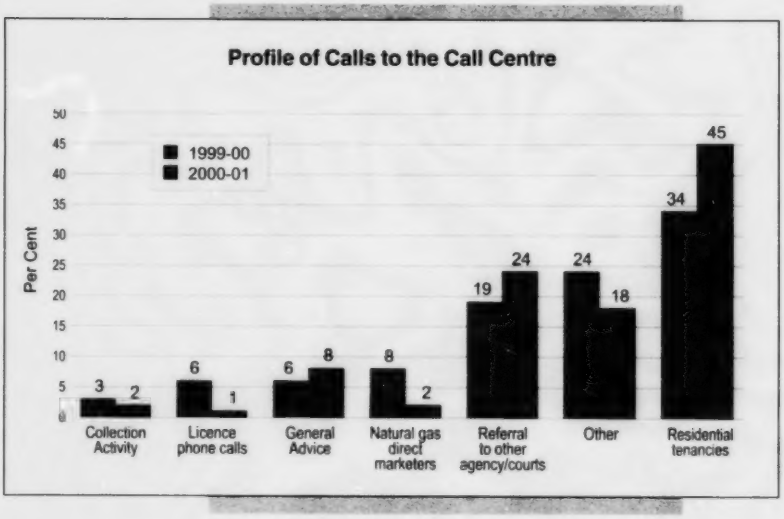
- Ministry staff also completed the Investigation Strategy report, the main purpose of which is to ensure that Ministry investigation resources are focused on the most serious violations and providing maximum protection for all Albertans.

- The Ministry undertook a series of proactive inspections of business under various legislated areas such as Public Auctions, Charities, Landlords and Collection Agencies. The purpose of these inspections was to ascertain the level of compliance, particularly in the area of trust accounts. Over $5 million was reinstated into trust accounts as a result of these proactive reviews.

- On January 1, 2001 the City of Calgary closed the Calgary Landlord and Tenant Advisory Services (CLTAS), which provided an estimated 40,000-60,000 Calgarians with advice and resolution services on landlord-tenant disputes. The Ministry assumed responsibility for this service, which resulted in a significant increase in the number of calls to the Ministry's Call Centre. In the last three months of 2000-01, there was a 60% increase in the volume of consumer-related calls alone to the Call Centre over the same time frame last year. Yet, the Ministry managed to achieve an 80% overall satisfaction rate with callers who had a consumer related issue. The smooth transition was due in part to the amalgamation of the Call Centre, which

allowed greater sharing of resources and cross training, as well as the implementation of new technology, which enhanced the Call Centre's capacity and management of calls.

As can be seen in the following exhibit, in the few short months that the Ministry assumed responsibility for the CLTAS, there was enough call volume from this service to alter the profile of calls that the Call Centre handles for the entire year.



In addition to our award-winning *Fair Trading Act*, the Ministry also works towards building legislation that encourages, rather than impedes, business development.

- From January 2000 to March 31, 2001, 18 regulations were reviewed and amended to meet the requirements of the Regulatory Review Secretariat. As a result of the Fees & Charges Review Report, amendments to 11 of Alberta Government Services' regulations had to be completed within extremely tight timelines.

- After two years of discussion and consultation, the Ministry completed drafting the *Cooperative Act*, which was introduced and passed in the 2001 Spring Session of the Legislature. The *Cooperative Act*, which comes into force in April 2002 and will replace the current *Co-operative Associations Act*, establishes the legal framework for cooperatives. It also provides cooperatives with better access to capital financing, simplifies the incorporation process and is part of the movement to harmonize cooperative legislation across Canada.

Customer Profile

Clients who access Consumer Investigation Services

Through a random telephone survey of clients who had contacted the Ministry for assistance to conduct a consumer investigation (sample size=400), we found that:

- clients are significantly more likely to be female than male (65% versus 35%, respectively),
- almost one out of every four (24%) are 55 years of age or older, and
- are significantly more likely to live in southern Alberta than in the northern area.

- In addition to completing the *Cooperatives Act*, and bringing the *Condominium Property Amendment Act* and *Fair Trading Amendment Act* into force, two other bills were approved.
  - *Business Corporations Amendment Act*, which came into force December 1, 2000. This legislation improved laws concerning a corporation's ability to provide financial assistance to parties closely associated with the corporation.
  - *Land Titles Amendment Act*, which came into force May 30, 2000. This Act established the use of only one seal for the Land Titles Office and eliminated the Duplicate Certificate of Titles (DCT). The elimination of the DCT reduced paper work for both the public and the Office and removed one of the largest reasons for registration rejections – the transferor's inability to locate and produce the old DCT.

A total of four bills were successfully completed in the Spring 2000 Legislative Session, as well as the completion of consultations for a fifth. This effort represents a significant accomplishment and serves as a testament to the dedication and hard work of the Ministry's staff. ■

Goal 4

A streamlined, effective and relevant regulatory environment

The Regulatory Review Secretariat continues to work with other provincial Ministries to review regulations enacted before 1996, to ensure that a "sunset review clause" is placed in all regulations to prevent them from becoming outdated and cumbersome. A total of 400 regulations and amendments were reviewed during 2000-01. Alberta continues to be a leader in Canada for this kind of due diligence with its regulatory affairs, continually reminding businesses that the Alberta Advantage means "open for business" and "less red tape." Recently, other provinces have become interested in adopting an approach similar to that of the Regulatory Review Secretariat and are looking to Alberta as a model. ■

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Performance Measure 1

Percentage of consumer investigations successful

This measure applies to Goal 3 for core business 2 (Regulatory monitoring and compliance). The target for successful consumer investigations is set at 95%.

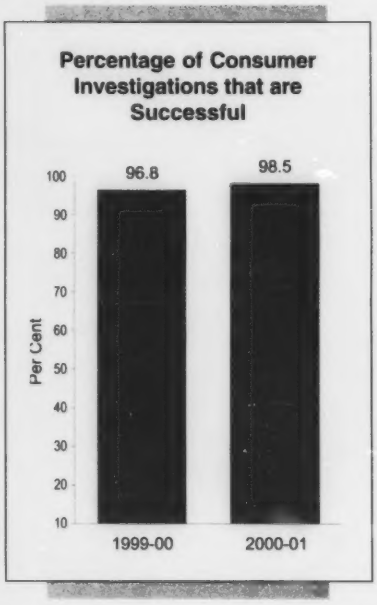
Source/Methodology and Results

The Ministry maintains a Consumer Affairs Tracking System that was established, in part, to manage investigations on complaints filed by Albertans. The system tracks the activity on an investigation to its resolution. However, not all files investigated lead to prosecution and restitution.

Following an investigation, it may be determined that the complaint was unfounded and the file is closed following discussion with the parties involved. In other cases, an infraction may be identified. However, this may only require that a warning letter be issued to the business.

The Ministry considers a successful investigation to be one where legislative compliance is achieved and the file closed. This compliance can be voluntary or through the Ministry providing clarification to the parties involved on those acts or regulations that pertained to the complaint. In contrast, examples of unsuccessful investigations can include complaints where the respondent cannot be located or where the complaint is due to a non-legislated issue and the file closed.

During the 2000-01 year, **98% (key performance measure)** of investigations achieved some degree of resolution through the Ministry's investigation actions. This surpasses the Business Plan target of 95%.



Analysis

The results achieved highlight the high success rate of the investigators to finalize a case and formulate a conclusion. This success, in conjunction with the high level of satisfaction clients have with investigative services (see Supplemental Performance Measures below), illustrates the commitment staff have to promoting a fair and effective marketplace through this mechanism. ■

Performance Measure 2

Percentage of government regulations reviewed

This performance measure indicates the percentage of government regulations in existence prior to January 1, 1996 that have been reviewed. The target for this performance measure is all of the remaining regulations to be reviewed by December 31, 2000. This measure applies to Goal 4 for this core business.

Source/Methodology and Results

In 1995, the Regulatory Reform Task Force established a Sunset Plan to ensure all regulations in existence before 1996 were reviewed, with adequate stakeholder consultation, and rewritten for clarity and plain language. Since these regulations did not contain expiry clauses, the Sunset Plan ensured they were given expiry dates to guarantee future reviews.

The Regulatory Review Secretariat maintains a log of all government regulations to be reviewed. All progress to review regulations, and subsequently repeal or re-enact these regulations, is tracked in the Status Report. It is important to note that the Status Report is not weighted to reflect the varying efforts required to review each regulation. Rather, it represents strictly an accounting process of the current state of the review of regulations in existence before 1996.

Regulations enacted since 1996 have been added to the report this year, which is based on five years of progress. There is no summary of the regulations done for the fiscal year 2000-01, since the initial review is nearing completion and all regulations that remain to be reviewed are included in this report.

The exhibit on the following page highlights that **243 regulations (key performance measure)** remain to be reviewed. The original deadline of December 31, 2000 for completing the review was challenging due to the complexity and diversity of the remaining regulations.

Analysis

From a quantitative perspective, considerable progress has been made in reviewing regulations to ensure they are streamlined, relevant and effective. However, the relatively simple and straightforward regulations were reviewed first. The remaining regulations are significantly more complex, and a new deadline is required.

Alberta Government Services has its own regulatory Sunset Plan, which supports the work of the Regulatory Review Secretariat. The result from this plan will be a reduction in the number of regulations the Ministry administers, and more effective regulations where needed, to better serve Albertans who access our core services. ■

Sunset Plan Status Report

Regulations Review	Progress To Date	
Number of regulations at beginning of review		1,197
Regulations reviewed		
Re-enacted with expiry date	333	
Re-enacted without expiry date	48	
Exemption requested	234	
Repealed	266	
Merged	73	954
Regulations left to be reviewed or in progress		**243**

Glossary of Terms

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Satisfaction with investigators

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Telephone interviews were conducted to determine the overall satisfaction clients had with the way the investigator handled their case. Of the 400 respondents interviewed, 87% indicate that they are satisfied. Only 13% state dissatisfaction.

Satisfaction with Investigator Services

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Analysis

These high levels of satisfaction are consistent to the service quality orientation of the Ministry. However the ability to improve current satisfaction levels will be a challenge in the face of increasing service pressures and current funding levels. ■

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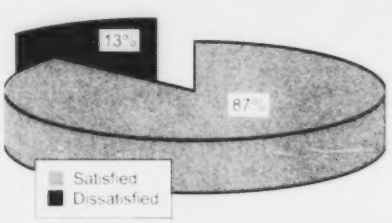

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Supplementary Performance Measure 2

Telemarketing Fraud

The data for this performance measure is collected by PhoneBusters, which is a national task force established in 1993 following a federal/provincial/territorial review that examined the increasing problem of telemarketing fraud. All statistics can be found at the Web site www.phonebusters.com. PhoneBusters operates a national call centre that collects information on telemarketing complaints throughout Canada and disseminates this information to the appropriate enforcement agencies. The key mandate of PhoneBusters is to combat telemarketing fraud and prosecute key individuals involved in telemarketing fraud.

- The data collected on telemarketing fraud is a valuable tool in evaluating the effect this type of fraud has on the public, and measuring the success of efforts to prevent it from taking place. Based on statistical data identifying the number of attempts to victimize, the number of victims and the amount of losses reported, the Ministry can directly assess the severity of the problem in Alberta.

- As can be seen in the following exhibit, there has been a steady decrease of attempts, victims and dollar losses. In comparison to 1999, the year 2000 witnessed a decrease of:
  - 44% in telemarketing fraud attempts (from 403 to 224),
  - 39% in the number of telemarketing fraud victims (from 179 to 110), and
  - 46% in dollar loss to telemarketing fraud (from $724,000 to $391,000).

PhoneBusters Data on Telemarketing Fraud in Alberta

Year	Attempts	Victims	$ Loss (000's)
1996	2,247	415	$ 1,709
1997	1096	308	$ 1,014
1998	716	252	$ 1,143
1999	403	179	$ 724
2000	224	110	$ 391

Note: The data represented in the above table was taken from the PhoneBusters Web site as of July 13, 2001. Please note that PhoneBusters does update its information as new telemarketing fraud operations are uncovered. For example, if an organization was caught in 2000, and was operating for three years, then all past data would be updated to include this organization. Visit the PhoneBusters Web site (www.phonebusters.com) to obtain up-to-date data on telemarketing fraud in Alberta and across Canada.

Analysis

The Ministry's effort to educate consumers in Alberta, in conjunction with the initiatives by Phonebusters, continues to decrease telemarketing fraud.

Supplementary Performance Measure 2

Telemarketing Fraud

The data for this performance measure is collected by PhoneBusters, which is a national task force established in 1993 following a federal/provincial/territorial review that examined the increasing problem of telemarketing fraud. All statistics can be found at the Web site www.phonebusters.com. PhoneBusters operates a national call centre that collects information on telemarketing complaints throughout Canada and disseminates this information to the appropriate enforcement agencies. The key mandate of PhoneBusters is to combat telemarketing fraud and prosecute key individuals involved in telemarketing fraud.

- The data collected on telemarketing fraud is a valuable tool in evaluating the effect this type of fraud has on the public, and measuring the success of efforts to prevent it from taking place. Based on statistical data identifying the number of attempts to victimize, the number of victims and the amount of losses reported, the Ministry can directly assess the severity of the problem in Alberta.

- As can be seen in the following exhibit, there has been a steady decrease of attempts, victims and dollar losses. In comparison to 1999, the year 2000 witnessed a decrease of:
  - 44% in telemarketing fraud attempts (from 403 to 224),
  - 39% in the number of telemarketing fraud victims (from 179 to 110), and
  - 46% in dollar loss to telemarketing fraud (from $724,000 to $391,000).

PhoneBusters Data on Telemarketing Fraud in Alberta

Year	Attempts	Victims	$ Loss (000's)
1996	2,247	415	$ 1,709
1997	1096	308	$ 1,014
1998	716	252	$ 1,143
1999	403	179	$ 724
2000	224	110	$ 391

Note: The data represented in the above table was taken from the PhoneBusters Web site as of July 13, 2001. Please note that PhoneBusters does update its information as new telemarketing fraud operations are uncovered. For example, if an organization was caught in 2000, and was operating for three years, then all past data would be updated to include this organization. Visit the PhoneBusters Web site (www.phonebusters.com) to obtain up-to-date data on telemarketing fraud in Alberta and across Canada.

Analysis

The Ministry's effort to educate consumers in Alberta, in conjunction with the initiatives by Phonebusters, continues to decrease telemarketing fraud. ■

Future Challenges

Looking back over the Ministry's very short history, significant accomplishments have been made in providing Albertans with the level of service they have come to expect. It is important to note that these accomplishments were achieved despite added service pressures.

Alberta Government Services has identified the following future challenges to ensure service quality for next year and beyond.

Preparing our systems for the future
A significant, ongoing challenge is the need to redevelop the Ministry's existing registry systems for Motor Vehicles, Land Titles and Personal Property. These systems serve as the foundation for Alberta Government Services' core business and are essential to ensuring the Ministry continues to meet high service volumes and client expectations. These systems also support numerous programs and services provided by other municipalities, provincial governments and law enforcement agencies.

Implementing Alberta One Window
Leading a cross-ministry initiative will take more than a base-level Program Management Office. A significant level of cooperation from all provincial departments, as well as a dedicated funding commitment, will be needed if this initiative is to move from a conceptual phase to actually providing enhanced services to Albertans.

Responding to changes in the marketplace
Continuing deregulation of electricity and natural gas markets creates a very dynamic marketplace. Another significant trend is the growth of e-commerce and the new challenges that it brings. Providing structures to ensure that fair business practices occur will continue to be a priority for the Ministry.

Detailed performance reporting
Alberta Government Services is committed to being accountable to Albertans, in terms of providing real results that contribute towards the high standard of living enjoyed in this province. Searching for data that will accomplish this end will be challenging yet necessary. The next report cycle will contain additional measures on registry fees, educational services, Alberta One Window Initiatives, consumer services, as well as the new businesses that the Department is responsible for with the recent reorganization. ■

AUDITOR GENERAL
Alberta

Report of the Auditor General on the Results of Applying Specified Auditing Procedures to Key Performance Measures

To the Members of the Legislative Assembly:

I have performed the following procedures in connection with the Ministry of Government Services' key performance measures included in the ***2000-2001 Annual Report of the Ministry of Government Services*** as presented on pages 28 to 30, 37 and 38.

1. Information obtained from an independent source was agreed with the information supplied by the stated source. Information provided internally was agreed to the reports from the systems used to develop the information.

2. The calculations which converted source information into reported measures were tested.

3. The appropriateness of the description of each measure's methodology was assessed.

As a result of applying the above procedures, I found no exceptions. However, these procedures do not constitute an audit, and therefore I express no opinion on the key performance measures included in the ***2000-2001 Annual Report of the Ministry of Government Services.***

Peter Valentine

FCA
Auditor General
Edmonton, Alberta

July 31, 2001

Financial Statements

Ministry of
Government Services

March 31, 2001

Auditor's Report

Statement of Operations

Statement of Financial Position

Statement of Changes in Financial Position

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Schedule of Revenues

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Schedule of Salary and Benefits

Schedule of Related Party Transactions

Schedule of Allocated Costs

AUDITOR GENERAL
Alberta

AUDITOR'S REPORT

To the Members of the Legislative Assembly

I have audited the statement of financial position of the Ministry of Government Services as at March 31, 2001 and the statements of operations and changes in financial position for the year then ended. These financial statements are the responsibility of the management of the Ministry. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Ministry as at March 31, 2001 and the results of its operations and the changes in its financial position for the year then ended in accordance with Canadian generally accepted accounting principles.

Peter Valentine

FCA
Auditor General
Edmonton, Alberta

May 23, 2001

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MINISTRY OF GOVERNMENT SERVICES
STATEMENT OF OPERATIONS
Year ended March 31, 2001
(thousands of dollars)

	2001		2000
	Budget (Schedule 4)	Actual	Actual
Revenues (Schedules 1 and 2)			
Fees and licences	$ 236,333	$ 254,253	$ 287,815
Other revenue	48	280	306
	236,381	254,533	288,121
Expenses – Directly incurred (Note 2b and Schedule 8)			
Voted (Schedules 3, 5 and 8)			
Ministry support services	6,271	5,974	5,707
Regulatory and strategic services	11,127	9,260	5,551
Registries and services to consumers	30,175	33,175	35,229
	47,573	48,409	46,487
Statutory (Schedules 3 and 5)			
Registries and services to consumers	400	71	162
Valuation adjustments			
Provision for doubtful accounts	-	(22)	3
Provision for vacation pay	-	443	300
	-	421	303
Total Expenses	47,973	48,901	46,952
Write down of capital assets	-	-	1,285
Net operating results	$ 188,408	$ 205,632	$ 239,884

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF GOVERNMENT SERVICES
STATEMENT OF FINANCIAL POSITION
March 31, 2001
(thousands of dollars)

	2001	2000
ASSETS		
Cash	$ 48,818	$ 42,973
Accounts receivable (Note 4)	5,769	4,984
Capital assets (Note 5)	3,986	4,460
	$ 58,573	$ 52,417
LIABILITIES		
Accounts payable and accrued liabilities (Note 6)	$ 18,826	$ 17,467
Unearned revenues	123,554	125,686
	142,381	143,153
NET LIABILITIES		
Net liabilities at beginning of year	(90,736)	(86,984)
Net operating results	205,632	239,884
Net transfer to general revenues	(198,703)	(243,636)
Net liabilities at end of year	(83,807)	(90,736)
	$ 58,573	$ 52,417

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF GOVERNMENT SERVICES

STATEMENT OF CHANGES IN FINANCIAL POSITION

Year ended March 31, 2001

(thousands of dollars)

	2001	2000
Operating transactions		
Net operating results	$ 205,632	$ 239,884
Non-cash items		
Amortization	1,923	1,770
Write down of capital assets	-	1,285
Valuation adjustments	421	303
	207,976	243,242
(Increase) Decrease in accounts receivable	(785)	4,627
(Decrease) Increase in accounts payable and accrued liabilities	939	(2,587)
(Decrease) in unearned revenues	(2,132)	(4,309)
Cash provided by operating transactions	205,998	240,973
Investing transactions		
Purchases of capital assets (Schedule 5)	(1,450)	(1,309)
Transfer of capital assets to Alberta Municipal Affairs	-	451
Cash used for investing transactions	(1,450)	(858)
Financing transactions		
Net transfer to general revenues	(198,703)	(243,636)
Net cash provided (used)	5,845	(3,521)
Cash at beginning of year	42,973	46,494
Cash at end of year	$ 48,818	$ 42,973

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF GOVERNMENT SERVICES
NOTES TO THE FINANCIAL STATEMENTS
Year ended March 31, 2001

Note 1 **Authority and Purpose**

The Ministry of Government Services operates under the authority of the Government Organization Act, Statutes of Alberta.

The Ministry ensures a fair marketplace, guarantees a high quality and accessible registry information service for Albertans, and is committed to effectiveness and affordability in the delivery of its services.

Note 2 **Summary of Significant Accounting Policies and Reporting Practices**

These financial statements are prepared in accordance with the following accounting policies that have been established by government for all Ministries. The recommendations of the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants are the primary source for the disclosed basis of accounting. Recommendations of the Accounting Standards Board of the Canadian Institute of Chartered Accountants, other authoritative pronouncements, accounting literature, and published financial statements relating to either the public sector or analogous situations in the private sector are used to supplement the recommendations of the Public Sector Accounting Board where it is considered appropriate.

(a) Reporting Entity

All Ministries of the Government of Alberta operate within the General Revenue Fund (the Fund). The Fund is administered by the Provincial Treasurer. All cash receipts of Ministries are deposited into the Fund and all cash disbursements made by Ministries are paid from the Fund. Net transfer to/from General Revenues is the difference between all cash receipts and all cash disbursements made.

(b) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual method of accounting. Cash received for which goods or services have not been provided by year end is recorded as unearned revenue.

Dedicated Revenue

Dedicated revenue initiatives provide a basis for authorizing spending. Dedicated revenues must be shown as credits or recoveries in the details of the Government Estimates for a supply vote. If actual dedicated revenues are less than budget and total voted expenses are not reduced by an amount sufficient to cover the deficiency in dedicated revenues, the following year's voted expenses are encumbered. If actual dedicated revenues exceed budget, the Ministry may, with the approval of the Treasury Board, use the excess revenue to fund additional expenses on the program. Schedule 2 discloses information on the Ministry's dedicated revenue initiatives.

Note 2 **Summary of Significant Accounting Policies and Reporting Practices (continued)**

(b) Basis of Financial Reporting (continued)

Expenses

Directly Incurred

Directly incurred expenses are those costs the Ministry has primary responsibility and accountability for, as reflected in the government's budget documents.

Directly incurred expenses include:

- amortization of capital assets.
- pension costs which comprise the cost of employer contributions for current service of employees during the year.
- valuation adjustments which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to vacation pay, guarantees and indemnities.

Incurred by Others

Expenses incurred by other entities in support of the Ministry's operations are disclosed in Schedule 8.

Assets

Financial assets of the Ministry are limited to financial claims such as advances to and receivables from other organizations, employees and other individuals.

Assets acquired by right are not included. Capital assets of the Ministry are recorded at historical cost and are amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is $100,000 and the threshold for all other capital assets is $15,000.

Liabilities

Liabilities represent all financial claims payable by the Ministry at fiscal year end.

Net Assets/Net Liabilities

Net assets/net liabilities represents the difference between the value of the assets held by the Ministry and its liabilities.

Note 3 **Valuation of Financial Assets and Liabilities**

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable, accounts payable and accrued liabilities and unearned revenue are estimated to approximate their book values.

Note 4 **Accounts Receivable**

(thousands of dollars)

	2001			2000
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Fees and licences	$ 5,839	$ (70)	$ 5,769	$ 4,984

Accounts receivable are unsecured and non-interest bearing. The amounts shown above include $3 for advances.

Note 5 **Capital Assets**

(thousands of dollars)

		2001			2000
	Estimated Useful Life	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Equipment	10 years	$ 1,774	$ (1,360)	$ 414	$ 199
Computer Hardware and Software	5 years	28,926	(25,354)	3,572	4,261
		$ 30,700	$ (26,714)	$ 3,986	$ 4,460

Equipment includes phone systems.

Note 6 **Accounts Payable**

Accounts Payable includes funds collected on behalf of and payable to the Ministry of Justice in the amount of $3,964,000.

Note 7 **Commitments**
(thousands of dollars)

At March 31, 2001, the Ministry has the following commitments:

	2001	2000
Service Contracts	$ 39,294	$ 21,461

Note 8 **Contingencies**
(thousands of dollars)

At March 31, 2001, the Ministry is a defendant in four legal claims amounting to $10,949 (2000 – two legal claims amounting to $600).

The resulting loss, if any, from these claims cannot be determined.

Note 9 **Trust Funds Under Administration**
(thousands of dollars)

The Ministry administers trust funds that are regulated funds consisting of public money over which the Legislature has no power of appropriation. Because the Province has no equity in the funds and administers them for the purposes of various trusts, they are not included in the Ministry's financial statements.

At March 31, 2001, trust funds under administration were as follows:

	2001	2000
Collection Practices Trust Account	$ 39	$ 30
Miscellaneous trust funds	177	153
	$ 216	$ 183

Note 10 **Pensions**

The Ministry participates in the multiemployer pension plans, Management Employees Pension Plan and Public Service Pension Plan. The Ministry also participates in the multiemployer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of $1,055,000 for the year ended March 31, 2001 (2000 - $821,000).

At December 31, 2000, the Management Employees Pension Plan reported a surplus of $104,658,000 (1999 - $46,019,000) and the Public Service Pension Plan reported a surplus of $635,084,000 (1999 - $517,020,000). At December 31, 2000, the Supplementary Retirement Plan for Public Service Managers had a surplus of $180,000 (1999 - $33,000).

Note 11 **Comparative Figures**

Certain 2000 figures have been reclassified to conform to the 2001 presentation.

Note 12 **Government Restructuring**

As a result of government restructuring announced on March 15, 2001, there were the following additional responsibilities of the Ministry:

- Alberta Corporate Shared Services
- Records Management
- Information Management and Protection of Privacy.

Since the 2000-01 fiscal year was substantially completed prior to this announcement, these financial statements have been prepared as if the restructuring took place on April 1, 2001, to provide proper accountability for the 2000-01 fiscal year against the original business plan.

Note 13 **Approval of Financial Statements**

The financial statements were approved by the Senior Financial Officer and the Deputy Minister.

MINISTRY OF GOVERNMENT SERVICES

SCHEDULE OF REVENUES

Schedule 1

Year ended March 31, 2001

(thousands of dollars)

	2001		2000
	Budget	Actual	Actual
es and licences			
Land titles	$ 27,660	$ 30,284	$ 56,469
Motor vehicles	195,790	207,547	200,252
Business Corporations Act	3,391	4,467	13,174
Personal property registry	3,437	4,335	10,643
Electronic gateway	2,310	3,590	3,375
Vital statistics	2,428	2,674	2,611
Marriage licences	846	735	748
Licensing of businesses and trades	240	341	284
Name changes	231	238	214
Other	-	42	45
	236,333	254,253	287,815
her revenue			
Refunds of expenditure	-	94	28
Miscellaneous	48	186	278
	48	280	306
	$ 236,381	$ 254,533	$ 288,121

MINISTRY OF GOVERNMENT SERVICES

SCHEDULE OF DEDICATED REVENUE INITIATIVES

Year ended March 31, 2001

Schedule 2

(thousands of dollars)

	2001		
	Authorized Dedicated Revenues	Actual Dedicated Revenues	(Shortfall) / Excess
Registries one part licence	$ 2,883	$ 2,822	$ (61)
Regulatory and strategic services	240	380	140
	$ 3,123	$ 3,202	$ 79

Registries one part licences

The revenue generated from motor vehicle administration fees covers the associated costs on a 100% matching basis.

Regulatory and strategic services

Annual revenues are largely generated from fees involving the licencing of businesses and trades. These revenues cover the costs related to the administration of these activities.

Revenue for each initiative is included in the revenue as reported in Schedule 1 and in the Statement of Operations. Registries one part licences is included in the Motor vehicle revenue and the Regulatory and strategic services is included in the Licensing of businesses and trades revenue.

MINISTRY OF GOVERNMENT SERVICES

SCHEDULE OF EXPENSES — DIRECTLY INCURRED DETAILED BY OBJECT

Schedule 3

Year ended March 31, 2001

(thousands of dollars)

	2001		2000
	Budget	Actual	Actual
Voted			
Salaries, wages and employee benefits	$ 20,567	$ 19,573	$ 16,178
Supplies and services	24,782	26,850	24,249
Supplies and services from support service arrangement with the Ministry of Municipal Affairs [(a)]		-	4,199
Grants	40	-	30
Other	65	63	61
Amortization of capital assets	2,862	1,923	1,770
Total voted expenses	$ 48,316	$ 48,409	$ 46,487
Statutory			
Personal property security judgements	$ 100	$ -	$ 15
Registrar's assurance liabilities	300	71	147
	$ 400	$ 71	$ 162

(a) In 1999-2000, the Ministry received financial, human resource, information technology and administrative services from the Ministry of Municipal Affairs.

MINISTRY OF GOVERNMENT SERVICES

SCHEDULE OF BUDGET

Year ended March 31, 2001

Schedule 4

(thousands of dollars)

	2000-01 Estimates	Authorized Supplementary (a)	2000-01 Authorized Budget
Revenues			
Fees and licences	$ 236,333	$ -	$ 236,333
Other revenue	48	-	48
	236,381	-	236,381
Expenses – Directly incurred			
Voted			
Ministry support services	6,271	-	6,271
Regulatory and strategic services	11,127	280	11,407
Registries and services to consumers	30,175	463	30,638
	47,573	743	48,316
Statutory			
Registries and services to consumers	400	-	400
Total expenses	47,973	743	48,716
Net operating results	$ 188,408	$ (743)	$ 187,665
Capital investment	$ 2,237	$ 757	$ 2,994

(a) Supplementary Estimates were approved on December 4, 2000.

Schedule 5

MINISTRY OF GOVERNMENT SERVICES
COMPARISON OF EXPENSES — DIRECTLY INCURRED AND CAPITAL INVESTMENTS BY ELEMENT TO AUTHORIZED BUDGET
Year ended March 31, 2001
(thousands of dollars)

	2000-01 Estimates	Authorized Supplementary [a]	2000-01 Authorized Budget	2000-01 Actual Expenses [b]	Unexpended (Over Expended)
Voted expenses					
Ministry support services					
Minister's office	$ 270	$ -	$ 270	$ 263	$ 7
Deputy Minister's office	292	-	292	298	(6)
Support services					
-Operating expense	5,543	-	5,543	5,265	278
-Capital investment	-	-	-	2	(2)
Regulatory review secretariat	166	-	166	148	18
	6,271	-	6,271	5,976	295
Regulatory and strategic services					
Division support	190	-	190	122	68
Planning and program development					
-Operating expense	5,759	-	5,759	4,137	1,622
-Capital investment	162	-	162	3	159
Fair trading and regulatory services	5,178	280	5,458	5,001	457
	11,289	280	11,569	9,263	2,306
Registries and services to consumers					
Division support	178	-	178	190	(12)
Registry services					
-Operating expense	22,055	162	22,217	25,577	(3,360)
-Capital investment	2,075	463	2,538	1,095	1,443
Land titles services	7,178	75	7,253	6,422	831
Consumer and corporate information services					
-Operating expense	764	226	990	986	4
-Capital investment	-	294	294	350	(56)
	32,250	1,220	33,470	34,620	(1,150)
Total voted expenses	$ 49,810	$ 1,500	$ 51,310	$ 49,859	$ 1,451
Program operating expense	$ 47,573	$ 743	$ 48,316	$ 48,409	$ (93)
Program capital investment	2,237	757	2,994	1,450	1,544
Total voted expenses	$ 49,810	$ 1,500	$ 51,310	$ 49,859	$ 1,451
Statutory expenses					
Personal property security judgements	$ 100	$ -	$ 100	$ -	100
Registrar's assurance liabilities	300	-	300	71	229
	$ 400	$ -	$ 400	$ 71	$ 329

MINISTRY OF GOVERNMENT SERVICES
COMPARISON OF EXPENSES — DIRECTLY INCURRED AND
CAPITAL INVESTMENTS BY ELEMENT TO AUTHORIZED BUDGET
Year ended March 31, 2001
(thousands of dollars)

Schedule 5

(Continued)

(a) Supplementary estimates were approved on December 4, 2000.

(b) The Ministry has paid achievement bonuses totalling $200 to its management and opted out employees. This amount has been allocated to the relevant programs.

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE OF SALARY AND BENEFITS
Year ended March 31, 2001

Schedule 6

	2001			2000
	Salary [1]	Benefits and Allowances [2]	Total	Total
Senior Officials				
Deputy Minister [3]	$ 162,240	$ 41,664	$ 203,904	$ 186,009
Executives				
Assistant Deputy Minister Registries and Consumer Services [4]	104,844	21,468	126,312	112,322
Managing Director, Alberta One Window Gateway [5]	17,834	5,676	23,510	
Executive Director, Information Technology [6]	92,970	14,811	107,781	100,622
Senior Financial Officer [7]	77,805	13,039	90,844	
Executive Director, Human Resources [6]	92,319	25,699	118,018	100,711
Former Executives				
Acting, Assistant Deputy Minister Consumer and Corporate Services [8]	54,881	11,527	66,408	21,808

The presentation format has changed with prospective application from April 1, 2000. Under the new format the total salary and benefits relating to a position are disclosed. Comparatives have not been restated and show the salary and benefits of the last incumbent at March 31, 2000.

(1) Salary includes regular base pay, bonuses, overtime and lump sum payments.

(2) Benefits and allowances include the government's share of all employee benefits and contributions or payments made on behalf of employees including pension, health care, dental coverage, group life insurance, short and long term disability plans, WCB premiums, professional memberships and tuition fees.

(3) Automobile provided, no dollar amount included in benefits and allowances figures.

(4) As a result of a reorganization effective November 17, 2000, this current position is now titled Assistant Deputy Minister, Registries and Consumer Services. The prior position was Assistant Deputy Minister, Alberta Registry Services. Also, this current position has assumed the responsibilities of the former Assistant Deputy Minister Consumer and Corporate Services.

(5) This is a new position effective February 1, 2001.

(6) The incumbent's services are shared with another department. The full salary and benefits are disclosed in this schedule even though the other Ministry contributes its share of the cost of salary and benefits.

(7) This is a new position effective July 10, 2000.

(8) This position was occupied by two individuals during the period April 1 to October 6, 2000.

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE OF RELATED PARTY TRANSACTIONS
Year ended March 31, 2001
(thousands of dollars)

Schedule 7

Related parties are those entities consolidated or accounted for on a modified equity basis in the Province of Alberta's financial statements. Related parties also include management in the Ministry.

The Ministry and its employees paid or collected certain taxes and fees set by regulation for permits, licences and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this Schedule.

The Ministry had the following transactions with related parties recorded on the Statement of Operations at the amount of consideration agreed upon between the related parties:

	Other Government Entities	
	2001	2000
Expenses—Directly incurred		
Supplies and services	$ 901	$ 974
Transfer of capital assets to Alberta Municipal Affairs	$ -	$ 451

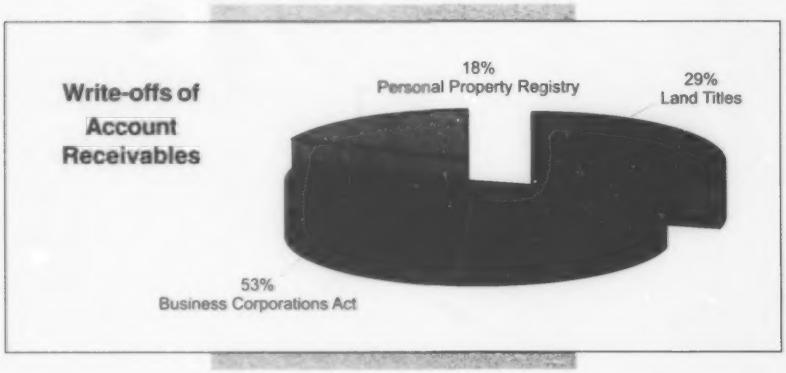
During the year, the Ministry collected $55,722 on behalf of the Ministries of Infrastructure and Justice. Of this amount, the Ministry of Justice reports $25,549 as trust funds under administration.

The Ministry also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements but are disclosed in Schedule 8.

	Other Government Entities	
	2001	2000
Expenses—Incurred by others		
Accommodation	$2,463	$ 2,447
Legal services	330	421
	$2,793	$ 2,868

Other Financial Information

During 2000-01, there were 19 accounts receivable that were written-off, which totalled $116,000. As can be seen in the following exhibit, over one-half (53%) were associated with transactions occurring in the Business Corporations Act ($62,000), while another one-quarter (29%) were associated to Land Titles ($34,000). The remaining 18% were associated with the Personal Property Registry, at $20,000.



MINISTRY OF GOVERNMENT SERVICES

SCHEDULE OF ALLOCATED COSTS

Schedule 8

Year ended March 31, 2001

	2001						2000
		Expenses – Incurred by Others		Valuation Adjustments [4]			
Program	Expenses [1]	Accommodation Costs [2]	Legal Services [3]	Vacation Pay	Doubtful Accounts	Total Expenses	Total Expenses
Ministry support services	$ 5,974	$ 457	$ 22	$ 69	$ -	$ 6,522	$ 6,199
Regulatory and strategic services	9,260	595	104	134	-	10,093	6,342
Registries and services to consumers	33,175	1,411	204	240	(22)	35,008	37,279
Other	71	-	-	-	-	71	162
	$ 48,480	$ 2,463	$ 330	$ 443	$ (22)	$ 51,694	$ 49,982

1) Expenses - Directly incurred as per Statement of Operations, excluding Valuation Adjustments.

2) Costs shown for Accommodation are allocated by square footage.

3) Costs shown for Legal Services are allocated by estimated costs incurred by each program.

4) Valuation Adjustments as per Statement of Operations. Vacation pay and doubtful accounts provisions included in Valuation

Adjustments were allocated as follows:

- Vacation pay - allocated to the program by employee.

- Doubtful accounts - estimated allocation to program.

Acts Administered by Alberta Government Services

Below is a list of all acts administered by Government Services. Visit our web site (www.gov.ab.ca/gs) or contact us by phone (1-877-427-4088) or e-mail (government.services@gov.ab.ca).

Act	Description	Associated Regulations
Agricultural and Recreational Land Ownership Act	Designed to prevent non-Canadians from buying significant amounts of prime agricultural and recreational land. However, the Act does not discourage non-Canadian investors who wish to come to Alberta to invest in or to build new manufacturing plants, processing operations, recreational developments or home subdivisions, or to expand existing developments.	• Foreign Ownership of Land Regulation
Business Corporations Act	Provides a mechanism for businesses to incorporate a company, register records, change a corporate name, file annual returns and list directors and shareholders of a company as well as obtain a corporate seal.	• Business Corporations Regulation
Cemeteries Act	Regulates the disposition of human remains; ensures cemeteries meet requirements of local authorities and protects consumers who invest in pre-need cemetery supplies and services and ensures there are endowment care funds for perpetual care of the cemetery.	• Commercial Cemeteries Regulation • Crematory Regulation • Exemption Regulation • General Regulation
Cemetery Companies Act	Provides authority to allow seven or more people to form a company for the purpose of establishing one or more public cemeteries as well as establishing the method of forming a cemetery company and the operating rules.	• Cemetery Companies Regulations
Change of Name Act	Provides the eligibility to change one's name and a process to register a name change.	• Change of Name Regulation
Charitable Fund-raising Act	Sets standards for charitable organizations and professional fund-raisers when soliciting contributions and helps protect the public from fraudulent, misleading or confusing solicitations	• Charitable Fund-raising Regulation
Co-operative Associations Act	Provides the legal framework for persons wishing to associate for any co-operative venture.	• Fee Regulation • Name Regulation • Standard By-laws Regulation
Companies Act	Allows companies with objectives other than the acquisition of gain to incorporate.	• Companies Regulation
Condominium Property Act	Provides the legislative framework for the creation and operation of any forms of condominium, including residential and commercial. This act applies to all those who develop, invest in or own condominium projects.	• Condominium Property Regulation

Act	Description	Associated Regulations
Debtors' Assistance Act	Establishes a Debtors' Assistance Board with powers to provide service, advice and non-financial assistance to debtors who are unable to meet their liabilities.	• Debtors' Assistance Fee Regulation
Dower Act	Grants dower rights to both the husband and the wife with respect to the disposition of the homestead.	• Forms Regulation
Fair Trading Act	Enhances consumer protection through remedies, enforcement tools, and tougher penalties intended to discourage marketplace fraud. The Act simplifies procedures for business, providing clearer standards to ensure a more level playing field. As can be seen by the number of associated regulations, this important legislation defines the framework for fair and effective business practices for many areas of the market place for all Albertans.	• Appeal Board Regulation • Automotive Business Regulation • Collection Practices Regulation • Cost of Credit Disclosure Regulation • Credit and Personal Reports Regulation • Designation of Trades and Businesses Regulation • Direct Sales Cancellation and Exemption Regulation • Direct Selling Business Licensing Regulation • Electricity Marketing Regulation • Employment Agency Business Licensing Regulation • Exemption Regulation • General Licensing and Security Regulation • Natural Gas Direct Marketing Regulation • Prepaid Contracting Business Licensing Regulation • Public Auctions Regulation • Retail Home Sales Business Licensing Regulation • Time Share Contracts Regulation
Franchises Act	Governs the trading of franchises in Alberta ensuring that a prospective purchaser has the necessary information to make an informed investment decision and the civil remedies to deal with breaches of the Act.	• Exemption Regulation • Franchises Regulation
Freedom of Information and Protection of Privacy Act	Sets out the parameters for obtaining access to records of public bodies, the exceptions to disclosure, third party intervention, and public health and safety over-ride. Also sets out the parameters for the collection, use and disclosure of personal information, and defines the powers of the Information and Privacy Commissioner and the process for handling complaints.	• Freedom of Information and Protection of Privacy Regulation
Funeral Services Act	Regulates the activities of funeral businesses and allows for the delegation of the regulation to the Alberta Funeral Services Regulatory Board.	• Alberta Funeral Services Regulatory Board Regulation • Exemption Regulation • General Regulation

Act	Description	Associated Regulations
Garagemen's Lien Act	Allows a garageman to register in the Personal Property Registry a lien against an owner's vehicle for repairs, parts, or storage for which he/she has not been paid.	• Forms Regulation
Government Organization Act-Schedule 11, s.2 & 3	Provides the Minister with authority to develop and implement policies, programs, services and administration procedures in matters pertaining to consumer protection.	• Consumer and Corporate Affairs Grants Regulation
Government Organization Act-Schedule 12, s.14	Provides that the Lieutenant Governor in Council may make regulations respecting management of departmental records, the establishment of programs for any matter involving the management of records, and defining and classifying records.	• Records Management Regulation
Government Organization Act-Schedule 13	Establishes a division of the government known as Alberta Registries and sets out the statutory functions of that division.	• Corporate Registry Document Handling Procedures Regulation • Registry Services (Non-payment of Fees) Regulation
Land Titles Act	Provides the legal mechanism for registration of land-related documents and establishes priority between them. The Government guarantees the title and a fund is set to compensate people who have been deprived of an interest in land (e.g. by error of the Registrar, fraud or forgery).	• Forms Regulation • Metric Conversion Regulation • Name Search Regulation • Tariff of Fees Regulation
Law of Property Act	Provides legal principles in regard to property such as contracts, conveyances, enforcement of mortgages and agreements for sale of land and minerals.	
Marriage Act	Provides the legal authority to perform marriages (both religious and civil) as well as the legal requirements for the issuance of marriage licenses and certificates.	• Marriage Act Regulation
Mobile Home Sites Tenancies Act	Deals with landlord and tenant issues relating to mobile home sites in Alberta, setting minimum standards of conduct for both landlords and tenants.	• Mobile Home Sites Tenancies Ministerial Regulation • Security Deposit Interest Rate Regulation
Motor Transport Act (s.15) shared with Transportation	Following certain restrictions, allows for regulations to be made prescribing fees for registration of public vehicles under the Motor Vehicle Administration Act.	
Motor Vehicle Accident Claims Act, s. 3 & 4	Provides that the owner of every motor vehicle shall in each year pay a fee in respect to that motor vehicle the amount prescribed by regulation before the vehicle can be registered.	
Partnership Act	Provides legal authority for persons associated in partnership for trading, manufacturing, contracting or mining proposed in Alberta. It also provides legal authority for individuals to file a trade name.	• Partnership Regulation

Acts Administered by Alberta Government Services (cont'd)

Act	Description	Associated Regulations
Personal Property Security Act (except Part 5)	Provides the legal mechanism for all registrations and searches in the Personal Property Registry including registrations authorized under other Acts. It also regulates the relationship between secured parties and debtors when personal property is used as collateral to secure payment of a debt or performance of an obligation.	• Personal Property Security Fees Regulation • Personal Property Security Forms Regulation • Personal Property Security Regulation
Possessory Liens Act	Allows a person who has a particular lien for the payment of a debt on a chattel which the person has expended money, labour or skill, to file a lien via the Personal Property Registry.	
Real Estate Act	Provides for the creation of a Real Estate Council to set and enforce standards of conduct	• Exemption Regulation • Real Estate (Ministerial) Regulation
Religious Societies' Land Act	Establishes a mechanism by which a religious society or congregation may hold (not in excess of 320 acres) land. It also ensures dealings with the land held by a religious society are done in accordance with the wishes of the congregation or religious society.	• Religious Societies' Land Regulation
Residential Tenancies Act	Provides a framework for landlord and tenant relations in Alberta, setting minimum standards of conduct for both landlords and tenants.	• Residential Tenancies Exemption Regulation • Residential Tenancies Ministerial Regulation • Subsidized Public Housing Regulation
Societies Act	Provides legal authority for a society to incorporate for a non-profit purpose and file by-laws agreed on by the Society for governance.	• Societies Regulation
Surveys Act s. 5(1)(d) & (2)(b) shared with Environment	Co-ordinates the establishment and maintenance of a land-related information system network, a mapping system, and cartographic service.	
Vital Statistics Act	Provides for the legal registration of all Alberta births, stillbirths, deaths, marriages and adoptions. Also provides for alterations and corrections to the records, issuance of burial permits, certificates, copies, searches of records and compilation of a statistical report.	• Access to Information Regulation • Registrations, Fees and Forms Regulation
Warehousemen's Lien Act	Establishes a mechanism for any person lawfully engaged in the business of storing goods as a bailee-for-hire to register a lien against the owner of those goods for non-payment of service.	
Woodmen's Lien Act	Provides a legal mechanism for any person entering into a contract for the purpose of obtaining timber or logs by which it is necessary to employ workmen and labourers to register a lien for non-payment of services.	• Forms Regulation

Index of all Government Entities

Entities included in the Consolidated Government Reporting Entity

Ministry, Department, Fund or Agency	Ministry Annual Report
Agriculture Financial Services Corporation	Agriculture, Food and Rural Development
Alberta Alcohol and Drug Abuse Commission	Health and Wellness
Alberta Dairy Control Board	Agriculture, Food and Rural Development
Alberta Energy and Utilities Board	Resource Development
Alberta Foundation for the Arts	Community Development
Alberta Gaming and Liquor Commission	Gaming
Alberta Government Telephones Commission, The	Treasury
Alberta Heritage Foundation for Medical Research Endowment Fund	Treasury
Alberta Heritage Savings Trust Fund	Treasury
Alberta Heritage Scholarship Fund	Treasury
Alberta Heritage Science and Engineering Research Endowment Fund	Treasury
Alberta Historical Resources Foundation, The	Community Development
Alberta Informatics Circle of Research Excellence Inc. (iCORE)	Innovation and Science
Alberta Insurance Council	Treasury
Alberta Municipal Financing Corporation	Treasury
Alberta Opportunity Company	Agriculture, Food and Rural Development
Alberta Pensions Administration Corporation	Treasury
Alberta Petroleum Marketing Commission	Resource Development
Alberta Research Council Inc.	Innovation and Science
Alberta Risk Management Fund	Treasury
Alberta School Foundation Fund	Learning
Alberta Science and Research Authority	Innovation and Science
Alberta Securities Commission	Treasury
Alberta Social Housing Corporation	Community Development
Alberta Sport, Recreation, Parks and Wildlife Foundation	Community Development
Alberta Treasury Branches	Treasury
ATB Investment Services Inc.	Treasury
Child and Family Services Authorities:	Children's Services
Awasak Child and Family Services Authority	
Calgary Rocky View Child and Family Services Authority	
Child and Family Services Authority Region 13	
Child and Family Services Authority Region 14	
Diamond Willow Child and Family Services Authority	
Hearthstone Child and Family Services Authority	
Keystone Child and Family Services Authority	
Ma' Mowe Capital Region Child and Family Services Authority	
Metis Settlements Child and Family Services Authority	

Entities included in the Consolidated Government Reporting Entity (cont'd)

Ministry, Department, Fund or Agency	Ministry Annual Report
Neegan Awas'sak Child and Family Services Authority	
Ribstone Child and Family Services Authority	
Sakaigun Asky Child and Family Services Authority	
Sakaw-Askiy Child and Family Services Authority	
Silver Birch Child and Family Services Authority	
Southeast Alberta Child and Family Services Authority	
Sun Country Child and Family Services Authority	
West Yellowhead Child and Family Services Authority	
Windsong Child and Family Services Authority	
Credit Union Deposit Guarantee Corporation	Treasury
Crop Reinsurance Fund of Alberta	Agriculture, Food and Rural Development
Department of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Department of Children's Services	Children's Services
Department of Community Development	Community Development
Department of Environment	Environment
Department of Gaming	Gaming
Department of Health and Wellness	Health and Wellness
Department of Innovation and Science	Innovation and Science
Department of Justice	Justice
Department of Learning	Learning
Department of Resource Development	Resource Development
Department of Treasury	Treasury
Environmental Protection and Enhancement Fund	Environment
Gainers Inc.	Treasury
Government House Foundation, The	Community Development
Historic Resources Fund	Community Development
Human Rights, Citizenship and Multiculturalism Education Fund	Community Development
Lottery Fund	Gaming
Ministry of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Ministry of Children's Services	Children's Services
Ministry of Community Development	Community Development
Ministry of Economic Development	Economic Development
Ministry of Environment	Environment
Ministry of Executive Council	Executive Council
Ministry of Gaming	Gaming
Ministry of Government Services	Government Services
Ministry of Health and Wellness	Health and Wellness
Ministry of Human Resources and Employment	Human Resources and Employment
Ministry of Infrastructure	Infrastructure
Ministry of Innovation and Science	Innovation and Science
Ministry of International and Intergovernmental Relations	International and Intergovernmental Relations
Ministry of Justice	Justice
Ministry of Learning	Learning
Ministry of Municipal Affairs	Municipal Affairs
Ministry of Resource Development	Resource Development

Government Organization Changes: 2000-2001

Ministry	Program/Entity Changes	Previous Location	New Location
Aboriginal Affairs and	• Aboriginal Affairs	International and Northern Development (new)	
	• Intergovernmental Relations	Energy (formerly Resource Development)	
	• Western Economic Partnership Agreement		
Agriculture, Food and Rural Development	• except Public Lands (includes land mgmt & grazing)		Sustainable Resource Development (new)
	• except Surface Rights and Land Compensation Board		
Children's Services	• no change		
Community Development	• except seniors		Seniors (new)
	• except seniors' Housing		Seniors (new)
	• except Alberta Social Housing Corporation		Seniors (new)
	• except Alberta Order of Excellence		Executive Council
	• Persons with Developmental Disabilities Boards and Foundation	Health & Wellness	
	• Michener Centre	Health & Wellness	
	• Premier's Council on the Status of Persons with Disabilities	Health & Wellness	
	• Parks and Protected Areas	Environment	
Economic Development	• no change		
Energy (formerly Resource Development)	• except Forest Industry Development		Sustainable Resource Development (new)
	• except Northern Alberta Development Council		Aboriginal Affairs and Northern Development (new)
	• except Western Economic Partnership Agreement		
Environment	• except Parks and Protected Areas		Community Development
	• except Land and Forest Service		Sustainable Resource Development (new)
	• except Fisheries and Wildlife Management		
	• except Natural Resources Conservation Board		
	• except Environmental Protection & Enhancement Fund (except Forest Development Research program)		
	• except small water capital		Transportation (new)
	• except Forest Development Research program (formerly part of EPEF)		Innovation & Science
Executive Council	• except Alberta Corporate Service Centre		Government Services
	• Alberta Order of Excellence	Community Development	
Finance (formerly part of Treasury)	• Financial Management and Planning	Treasury	Finance
	• except Alberta Securities Commission	Treasury	Revenue
	• except Medical Research Endowment Fund	Treasury	Revenue
	• except Heritage Savings Trust Fund	Treasury	Revenue
	• except Heritage Scholarship Fund	Treasury	Revenue
	• except Risk Management Fund	Treasury	Revenue
Gaming	• no change		
Government Services	• Information Management and Privacy	Municipal Affairs	
	• Records Management	Innovation & Science	
	• Alberta Corporate Service Centre	Executive Council	

Entities included in the Consolidated Government Reporting Entity (cont'd)

Ministry, Department, Fund or Agency	Ministry Annual Report
Ministry of Treasury	Treasury
N.A. Properties (1994) Ltd.	Treasury
Natural Resources Conservation Board	Environment
Persons with Developmental Disabilities Community Boards:	Health and Wellness
Calgary Community Board	
Central Community Board	
Edmonton Community Board	
Northeast Community Board	
Northwest Community Board	
South Community Board	
Persons with Developmental Disabilities Foundation	Health and Wellness
Persons with Developmental Disabilities Michener Centre Facility Board	Health and Wellness
Persons with Developmental Disabilities Provincial Board	Health and Wellness
S C Financial Ltd.	Treasury
Supplementary Retirement Plan Reserve Fund	Treasury
Victims of Crime Fund	Justice
Wild Rose Foundation, The	Community Development

Entities not included in the Consolidated Government Reporting Entity

Fund or Agency	Ministry Annual Report
Alberta Cancer Board	Health and Wellness
Alberta Foundation for Health Research	Innovation and Science
Alberta Heritage Foundation for Medical Research	Innovation and Science
Alberta Heritage Foundation for Science and Engineering Research	Treasury
Alberta Mental Health Board	Health and Wellness
Alberta Teachers' Retirement Fund Board	Learning
Improvement Districts' Trust Account	Municipal Affairs
Local Authorities Pension Plan	Treasury
Long-Term Disability Income Continuance Plan -Bargaining Unit	Human Resources and Employment
Long-Term Disability Income Continuance Plan -Management, Opted Out and Excluded	Human Resources and Employment
Management Employees Pension Plan	Treasury
Provincial Judges and Masters in Chambers Pension Plan	Treasury
Public Post Secondary Institutions	Learning
Public Service Management (Closed Membership) Pension Plan	Treasury
Public Service Pension Plan	Treasury
Regional Health Authorities	Health and Wellness
School Boards	Learning
Special Areas Trust Account, The	Municipal Affairs
Special Forces Pension Plan	Treasury
Supplementary Retirement Plan for Public Service Managers	Treasury
Universities Academic Pension Plan	Treasury
Workers' Compensation Board	Human Resources and Employment

Ministry	Program/Entity Changes	Previous Location	New Location
Health and Wellness	• except Persons with Developmental Disabilities Boards and Foundation		Community Development
	• except Michener Centre		Community Development
	• except Premier's Council on the Status of Persons with Disabilities		Community Development
	• except Healthy Aging Partnership Initiative		Seniors (new)
Human Resources and Employment	• no change		
Infrastructure	• except National Infrastructure Program		Transportation (new)
	• except Roads and Public Transportation (including water infrastructure)		Transportation (new)
	• except Transportation Engineering (including highways)		Transportation (new)
	• except surplus land		Transportation (new)
	• except Transportation Safety Board		Transportation (new)
Innovation and Science	• except Records Management		Government Services
	• Forest Development Research Program (formerly part of EPEF)	Environment	
International and Intergovernmental Relations	• except Aboriginal Affairs		Aboriginal Affairs and Northern Development (new)
Justice	• except Policing and Correctional Services		Solicitor General (new)
	• except Victims of Crime Fund		Solicitor General (new)
Learning	• no change		
Municipal Affairs	• except Information Management and Privacy		Government Services
Revenue (formerly part of Treasury)	• Tax and Revenue Administration	Treasury	Revenue (new)
	• Investment Management Division	Treasury	Revenue (new)
	• Alberta Securities Commission	Treasury	Revenue (new)
	• Medical Research Endowment Fund	Treasury	Revenue (new)
	• Heritage Savings Trust Fund	Treasury	Revenue (new)
	• Risk Management Fund	Treasury	Revenue (new)
	• Heritage Scholarship Fund	Treasury	Revenue (new)
Seniors (new)	• Seniors	Community Development	
	• Seniors' Housing Corporation	Community Development	
	• Alberta Social Housing Corporation	Community Development	
	• Healthy Aging Partnership Initiative	Health & Wellness	
Solicitor General (new)	• Policing and Correctional Services	Justice	
	• Victims of Crime Fund	Justice	
Sustainable Resource Development (new)	• Public Lands (includes land mgmt & grazing)	Agriculture, Food, and Rural Development	
	• Surface Rights & Land Compensation Boards		
	• Land and Forest Service	Environment	
	• Fisheries and Wildlife Management	Environment	
	• Natural Resources Conservation Board	Environment	
	• Environmental Protection & Enhancement Fund (except Forest Development Research Program)	Environment	
	• Forest Industry Development	Energy (formerly Resource Development)	
Transportation (new)	• Roads and Public Transportation (including water infrastructure)	Infrastructure	
	• Transportation Engineering (including highways)	Infrastructure	
	• Transportation Safety Board	Infrastructure	
	• surplus land	Infrastructure	
	• National Infrastructure Program	Infrastructure	
	• small water capital	Environment	